

PUNCH

PUBS & CO

Raise Awareness, Reduce Risk

FOOD HYGIENE & SAFETY MANUAL



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Food Hygiene and Safety Manual - Version 4 - January 2026



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MANAGEMENT PARTNER NAME _____

PUB NAME _____

Punch Pubs & Co requires Management Partners to protect the welfare and safety of all internal and external guests and other persons who may be affected by their delivery of pub management.

Punch Pubs & Co are fully committed to ensuring that each of our sites adhere to the current Food Hygiene and Food Safety Procedures.

Management of Food Hygiene and Safety is given due priority and attention.

Punch Pubs & Co will seek to comply with all relevant UK Laws.

Compliance with the Food Hygiene & Safety procedures will be reviewed as part of an on-going audit programme using the Kitchen Checks Record Book or Trail which Management Partners are required to complete. Bi-annual audits shall also be conducted by external auditors which Punch Pubs & Co may nominate at any time.

MANAGEMENT PARTNER ACKNOWLEDGEMENT:

By signing below, you acknowledge receipt of this Food Hygiene & Safety Manual. You further acknowledge that you have read, understood, completed and accept the manual in its entirety, and have indicated so by signing below. You acknowledge that you are responsible for the Food Hygiene & Safety at your site and have retained this manual for your records and shall always adhere to the procedures stated herein.

Signature of Management Partner

_____/_____/_____
Signature Date

Printed name

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INTRODUCTION & OBJECTIVES

WHAT IS THIS MANUAL FOR?

The information contained within this manual contains procedures taken from the Safer Food Better Business document developed by the Food Standards Agency and is designed to be practical and easy to use.

HOW DOES THIS MANUAL HELP ME COMPLY WITH THE LAW?

Food safety and hygiene regulations say that you must be able to show what you do to make and sell food that is safe to eat and have this written down, this manual will assist you to do so.

WHO SHOULD TAKE CHARGE OF THIS MANUAL?

The person who is responsible for the day-to-day running of the pub is the best person to work with this manual and ensure that the kitchen checks are being conducted and evidence recorded. It is a good idea to involve other pub team members to help with this manual work in your pub.

HOW WILL I BENEFIT FROM USING THIS MANUAL?

Using this manual and Kitchen Checks Record Book or Trail in your pub will help you to:

- ✓ comply with food hygiene regulations
- ✓ show what you do to make food safe
- ✓ protect your business's reputation
- ✓ improve your business, e.g. by wasting less food

WILL USING THE MANUAL HELP ME ACHIEVE A GOOD FOOD HYGIENE RATING?

Yes. Using this manual and Kitchen Checks Record Book or Trail can show the methods and checks you are using to prepare food safely. This could help your food hygiene rating.

WHERE CAN I GET MORE INFORMATION?

For more information on food safety, talk to the environmental health service at your local authority or visit [food.gov.uk/business-industry/food-hygiene](https://www.food.gov.uk/business-industry/food-hygiene)

For details of Food Standards Agency publications, visit [food.gov.uk](https://www.food.gov.uk)

If you require any additional information, please contact either your Punch Operations Manager or our Pub Support Team on 01283 502 502, or Laine Operations Manager

HOW TO USE THE SAFE METHODS

The **'Safety point'** column highlights things that are important to make food safely.

The **'Why'** column tells you why the safety point is important.

The **'How do you do this?'** column is for you to write down what you do. In some places you only need to tick a box and in other places write a small amount.

Pictures help to illustrate the safety points

Some safe methods have a 'Check it' section, which tells you what to look for to make sure your method has worked.

The **'What to do if things go wrong'** column gives practical tips on how to tackle problems.

The **'How to stop this happening again'** column tells you how you can prevent problems.

Sometimes the pictures are marked with one of these symbols:



SAFE METHOD:

VERSION 3 - March 2016

PEST CONTROL

Effective pest control is essential to keep pests out of your premises and prevent them from spreading harmful bacteria.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
Check your premises regularly for signs of pests.	Pests carry harmful bacteria.	When do you check for pests?
Check deliveries thoroughly for signs of pests. Do not transport them if it shows signs of pests such as gnawed packaging or insects, e.g. beetles.	Pests could come into your premises via delivery.	How do you check deliveries?
Keep external areas tidy and free from waste. Items such as bins, close-fitting lids, and are easy to clean and should be disinfected regularly.	Waste and rubbish can attract pests and provide them with food and shelter.	How often do you check external areas?

TYPE OF PEST	SIGNS OF PEST
Rats and mice	 Small footprints in dust, droppings, holes in walls and doors, gnawed goods or packaging, grease or smear marks, urine stains on food packaging.
Flies and flying insects e.g. moths	 Bodies of insects, live insects, swarming, nests, droppings or larval eg, maggots.

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TYPE OF PEST	SIGNS OF PESTS
Cockroaches	 Eggs and egg cases, moulted 'skins', the insects themselves, droppings.
Ants	 Small piles of sand or soil, the insects themselves, flying ants on hot days.
Birds	 Feathers, droppings, nests, noise, the birds themselves.
Beetles and weevils	 Moving insects, particularly in dry food, small maggots.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
If you see signs of a pest infestation, call a pest contractor immediately. Write the contact details for the pest contractor on the Contacts list in the diary.	Make your pest checks more frequent. Improve staff training on recognising signs of pests and encourage them to report problems immediately.
If you think any equipment, surfaces or utensils have been touched by pests, they should be washed, disinfected and dried to stop harmful bacteria from spreading.	If you have persistent problems with pests, consider employing a pest contractor. If you do not have one already.
If you think food has been touched by pests in any way, throw it away.	

THINK TWICE!

Never let pest control tools/chemicals, including sprays, come into contact with food, packaging, equipment or surfaces, because they are likely to be poisonous to people.

MANAGE IT

Make sure no food or dirty plates etc. are left out at night - these are a source of food for pests.

Make sure that checks for pests are carried out regularly.

Put reminders of when to check for pests in your diary.

If you have a pest contractor, keep a record of their contact details and visits in your diary, as well as any feedback or action points they recommend. Make a note of when you have carried these out.

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GENERAL POLICIES

This covers an overview on general policies, including temperature recording, operational standards, purchases, returns and the food control policy.

Registration for Food Business Establishments

All Management Partners in Management Partnership pubs must register their business with their local Authority at least 28 days prior to opening, or as soon as practically possible but prior to serving food to the public. Management Partners are responsible for registering their own businesses and must ensure that they do this within the prescribed time frames.

Article 3 of assimilated regulation EU178 which lays down the general principles and requirements of food law defines a Food Business Operator “is the natural or legal person responsible for ensuring that the requirements of food law are met within the food business under their control”.

Registration for Primary Authority Partnership

Punch Pubs & Co work closely with East Staffordshire Borough Council as their Primary Authority for all Food Safety & Hygiene matters. A coordinated partnership is in place which means that each Management Partner has an individual partnership with East Staffordshire Borough Council which is coordinated by Punch Pubs & Co. Punch Pubs & Co takes advice from the Council on behalf of individual Management Partners and then includes that advice within this Food Hygiene & Safety Manual

This Food Hygiene & Safety Manual has what is called ‘assured advice’ which must be respected by other local authorities. Management Partners can therefore have confidence that, if the advice within this policy is followed, they will be well regarded by their local authority.

This manual is updated periodically to reflect the latest advice, if any urgent updates are required in between changes, they will be disseminated by Punch Pubs & Co to Management Partners

Food Hygiene Ratings

All Punch Pubs & Co pubs receive a Food Hygiene Rating from their local authority. Punch Pubs & Co requires all pubs to achieve a minimum rating of 4-star or better. Pubs in Scotland are required to receive a minimum of pass from the Food Hygiene Information Scheme. Pubs in Wales must display their rating.

Food Hygiene ratings can be checked at <http://ratings.food.gov.uk/>



Temporary Closures of Business

You must ensure that you inform your Operations Manager of all closures and interruptions to business and you must also inform the Local Authority of such changes or closures.

Use of Temperature Probes

It is a policy of Punch Pubs & Co that whenever there is a requirement to check that food is thoroughly cooked/reheated that this is done using a temperature probe. Food must be cooked to a core temperature of 75°C for 30 seconds, or 82°C in Scotland.

Prove It and Record

In some sections of this manual, you are required to prove that food is at the correct temperature. To do this you should use a temperature probe. Please refer to the 'Prove it' section.

You are also required to keep certain records, in the Kitchen Checks Record Book or Trail.

DAILY FOOD CHECKS	
RB1	Fridge and Freezer Temperature Checks
RB2	Opening and Closing
RB3	Core Temperature of Food
RB4	Cooling Hot Food

WEEKLY CHECKS	
RB5	Fridge and Freezer Food Temperature Checks
RB6	General Kitchen Checks
RB7	Delivery Checks
RB8	Hot Holding Temperature Records
RB9	Buffet Services Checks
RB10	Weekly Sign Off

MONTHLY CHECKS	
RB11	Cleaning Rota
RB12	Monthly Review
RB13	Probe Calibration

Operational Standards

To accompany this manual are a set of photographs of kitchens which show examples of the operation standards required. Where there is a corresponding photograph you will see the following icon found in the back of the manual



FOOD CONTROL POLICY

STANDARD CONTROL – MINIMUM REQUIREMENTS.

THIS POLICY APPLIES WHERE PUNCH PUBS & CO SUPPLIES THE FOOD

Punch Pubs & Co Pocket Guide

To accompany this manual are a set of training guides. These are 5 – 15 minute training sessions that you can use to train your pub team members on a specific section of this manual. You can find the Pocket Guides on the Thirst Platform.

1. Purchases

Purchase of goods from unapproved suppliers increases the risk of bacterial, chemical or foreign body contamination of foods. It also makes it difficult to ensure that suppliers are following the practices as determined by Quality Assurance to ensure that the food being sold to guests is safe. As such, Punch Pubs & Co require a clear record of traceability.

All approved suppliers are selected for their ability to manage security of supply, product consistency & food safety.

- Purchases must be from authorised suppliers unless agreed in writing for sites due to their location or unless specifically agreed by Punch Pubs & Co. Petty cash purchases must be kept to an absolute minimum; goods must be obtained via nominated suppliers wherever possible.
- Punch Pubs & Co strictly prohibits sites from ordering from takeaways or third parties.
- Failing to adhere to these policies will result in Punch Pubs & Co acting against those found to be in breach which could lead to termination of the contract.

It is a legal requirement to keep a record of what food products you have ordered, who from, the quantity and the date. In the event of a food safety incident you may be required to show where food has come from. Ideally, you should keep these records until you are sure that the food, that they refer to has been consumed without any problems. Keep these records in a way that makes it easy for you or an enforcement officer to check them.

2. Ordering

- Place orders according to the storage space available and consider the shelf life of products and frequency of delivery to determine the quantity to order
- Each order or purchase must be recorded using the supplied Stock and Order sheets
- No emergency purchases are allowed without approval from your Operations Manager

- If making an emergency purchase, please refer to the food substitution policy.
- Each purchase must be recorded using the Kitchen Checks Record Book or Trail and must include details of the temperature of chilled and frozen goods at point of storage to ensure records are traceable. It is vital that this is completed as this will form part of any Food Safety Audit.
- Record in **Kitchen Checks Record Book or Trail Section RB7**

3. Goods received procedure

- All deliveries to be overseen by the Management Partner or authorised Pub Team Members.
 - Products delivered must be checked against the delivery note.
 - Delivery persons must not be left unattended.
 - A random check of the weights of products must be checked on each delivery.
- Daily Records of all deliveries taken and kept on site must be recorded in the Delivery Checklist as supplied and must contain the following details: **Kitchen Checks Record Book or Trail Section RB7**.
 - ✓ *Date of the delivery*
 - ✓ *Supplier*
 - ✓ *Time*
 - ✓ *Type of goods*
 - ✓ *Temperature*
 - ✓ *Date (whether the food is in date or not)*
 - ✓ *Package integrity*
 - ✓ *Comments / Batch Codes*
 - ✓ *Check that ready to eat and raw foods are separated upon delivery*
 - Any comments or problems must also be recorded as well as details of what you have done about it.

- Frozen food must be -18°C or below.
- Chilled foods must be 1°C - 8°C.
- If there are any problems with any delivery, you must write this in the comments section and insert details of the actions taken.
- Temperatures must firstly be taken using the temperature gauge on the vehicle. If the temperature is above that stated above, take the temperature between packs using a temperature probe. Use a different probe (Dial thermometer) to the one you use to check hot food.
- Deliveries which are above the specified temperature or are damaged beyond the packaging must not be accepted
- The responsible party for accepting the delivery must contact the Supplier Helpline on the same day to report the damaged stock.
- Punch Pubs & Co's Nominated Supplier's Return/Product Recall Procedures must be followed. All Pub Team Members must be trained to ensure that they are aware of these procedures and are aware that they must take out recalled goods and store them elsewhere so that they cannot be used.
- Deliveries must be stored away in the following order:
Chilled → Frozen → Ambient

See Pocket Guide 1.1: How to Accept a Delivery

4. Self Collection

- If self-collection is necessary, ensure the correct temperatures are maintained, the product is transferred in hygienic conditions. Chilled or Frozen products must be transported in an insulated bag and transferred without delay into the chiller or freezer (if applicable)
- Ensure raw meat is packed separately to ready to eat foods
- Each purchase must be recorded using the Kitchen Checks Record Book or Trail and back-office system and must include details of the temperature at point of storage to ensure records are traceable. It is vital that this is completed as this will form part of the Food Safety Audit.
- Record temperature in **Kitchen Checks Record Book or Trail Section RB7.**

5. How to Report a Product Quality or Safety Issue

- If a member of the pub team identifies an issue, note the order ref, date, batch code and product code
- For Punch call Brakes consumer care line with relevant product details. **01283 502 502**, Option 5 then Option 1, Option 1 or email all these details including photo to: punchcare@brake.co.uk
- If there is a foreign body concern or consumer involved, please log the incident via the Incident Management System on Appian.
- Segregate the product with label stating 'unfit' and store for Brakes to collect or if advised, dispose of
- If any further assistance is required, call Pub Support Team for support.
- Brakes guest services teams will update on progress.

6. Security

- Ensure all storage areas have working locks.
- Always keep all storage areas locked if not in use.
- Deliveries must be stored immediately after checking. Delivered food items must not be stored on the floor.
- Keys to be kept by the Management Partner only or by their authorised keyholders.

7. Wastage

- Keep a daily record of ALL wastage, returned food, hospitality food. (For stock result purpose this needs to be valued at retail price and can be recorded in your Wastage Book).

8. Stock Count

- Count stock accurately (every site should have a set of calibrated scales, ideally digital).
- Keep stock holding to a minimum. This makes it easier to count therefore improving accuracy.
- Rotate stock daily to ensure food does not go out of date therefore reducing wastage - “First In, First Out”
- Check count units are compatible by not counting in kilos and pricing in lbs.

9. Tills & Pricing

- Check all prices on tills are as menu.
- You must ensure that all food products advertised on the menus are as advertised. If you do not have an ingredient in stock, do not serve the dish.
- You must not use unauthorised substituted items.

DATE LABELLING

Supplied food will carry by law either a best before date or a use by date.

- Best before date is used to indicate the period for which a food can reasonably be expected to retain its optimal condition. Unopened food items with a best before date must be used before the end date printed on the packaging otherwise it must be destroyed.
- A use-by date on food is about safety. This is the most important date to remember. Foods can be eaten until the use-by date but not after. You will see use-by dates on food that goes off quickly (perishable) such as meat products or ready-to-eat salads.
- Carry out regular stock checks and throw away any food that has passed its 'use by' date.
- Any food that is brought in for staff consumption must be clearly labelled, and any out of date food to be destroyed.

Chilled Foods

- Day dot labels must be placed on any food container stored in chillers when:
 - Food is decanted or no other 'use by' labelling is available.
 - Food has been removed from a freezer for defrosting
 - Menu items have been pre-prepared.
- Firstly always follow the manufacturers' instructions and use by dates. Freshly prepared foods must be used within 4 days (day of production plus 3) or discarded. Refer to the Date Label page on page 93.
 - Foods must be used or discarded by the end of the day on the day dot or date label, not left until the beginning of the next day.

Labelling Defrosting Manufactured Foods

- When taken out of the freezer for defrosting, food must be covered with cling film and a day dot placed on it.
- The product must be used within 4 days (day of defrost plus 3) or as the manufacturers' instructions whenever is soonest.
- See section on Defrosting.

Ambient Foods (usually longer shelf-life products)

- Foods which have a manufacturers' 'use by' date do not need any other label unless they are removed from their original packaging. Always follow the manufacturers' instructions and use a product label and record the product name, date of opening and use by date.
- Sauce Bottles – follow manufacturers' instructions.

Note: The manufacturers' instructions must never be exceeded

- i** Further information can be found on the date labelling sheet at the back of this book. **See Pocket Guide 1.2 How to Date Label Food**

Kitchen Check Record Book & Review

Management Partners or Pub Team Members must complete the Kitchen Check Record Book on a daily/weekly and monthly basis. Failure to do so will be deemed to be in breach of these policies, which may result in termination of the contract. These records will be checked during routine audits, and you will be marked down if they are not up to date or have been completed incorrectly. Records must be accurate and must not be falsified

Recording Food Complaints


You must record the complaint in the Incident and Accident book and on the Incident Management System in Appian and carry out further investigations, gathering information, specifically;

- symptoms experienced
- when they started
- what food was eaten
- whether the complainant has been to the doctors
- has a stool test been taken
- how long the symptoms have lasted etc

This should allow you to be able to say how many guests ate that food that day and identify trends. Also, knowing what symptoms were experienced and when gives a better idea of what organism caused the problem.

You must keep a record of all complaints, details of your investigations, evidence of this and details of the outcome. Report any complaints via the Incident Management System on Appian.

If any catastrophic events, serious illness or injury occur, contact your Operations Manager immediately.

 Further information can be found in the **Safe Method: Guests** section of this manual.

WHAT TO DO IF A FOOD ENVIRONMENTAL HEALTH OFFICER VISITS

An enforcement officer may be an environmental health practitioner (EHP) – often known as an Environmental Health Officer (EHO) - or technical officer with additional skills in food safety. These officers of the Council have the right to inspect without giving notice.

- Don't panic. Many visits are routine and are meant to help you.
- If you are very busy and/or short staffed, you can ask for them to come back at a better time. However, if they insist on carrying out the inspection you must let them in.
- Introduce yourself and check their identification card.
- Offer them a soft drink or tea/coffee. Ask why they have visited, where/what they want to see and if there is any paperwork or documents you will need to show them.
- Inform the officer that your business is part of a coordinated partnership with East Staffordshire Borough Council.
- Inform the office that a copy of the inspection report should be sent to Punch Pubs & Co Head office at:

Punch Pubs & Co

Jubilee House | Second Avenue
Burton-on-Trent | DE14 2WF | Email: legal&estates@punchpubs.com

- Note: Pubs in Wales must display their rating in a prominent place.
- Accompany the enforcement officer during the visit. Take a pen and paper as you might want to make notes about things pointed out to you.
- Don't be tempted to rush things and don't volunteer too much information!! Answer the questions they have, truthfully.
- Show them any paperwork or documents they wish to see.
- At the end of the visit ask them to summarise their findings. They may complete an inspection summary form and give you a copy. If you don't understand something, ask. It is part of their job to explain and ensure you know what is going on.
- Make a note of any work that is needed and ask what should be prioritised.
- Get started straight away

WORKING WITH FOOD?

WHAT YOU NEED TO KNOW BEFORE YOU START

- It is easy for you to spread bacteria to food without realising. These bacteria are invisible and could make guests ill. Your personal hygiene is important. This is what you need to do to keep food safe:

BEFORE YOU START WORKING WITH FOOD



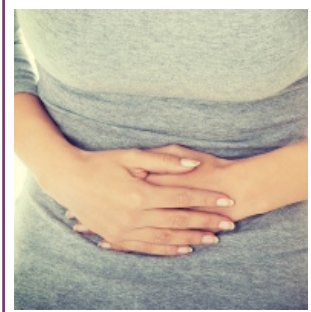
Always wash your hands



Wear clean clothes



Wear an apron if handling unwrapped food



Tell your manager if you have vomiting or diarrhoea and do not work with food



Take off your watch and jewellery



It is a good idea to tie hair back and wear a hat or hairnet



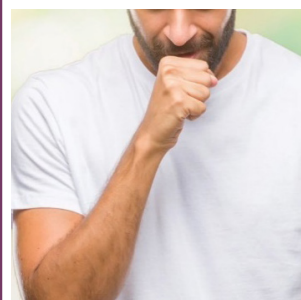
WHEN YOU ARE WORKING WITH FOOD



No smoking



No eating or drinking



Avoid touching your face, coughing or sneezing over food



Cover cuts with a brightly coloured waterproof dressing

WASHING HANDS EFFECTIVELY



Step 1:
Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm



Step 2:
Rub your hands together palm to palm to make a lather



Step 3:
Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand



Step 4:
Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly



Step 5:
Rub around your thumbs on each hand and then rub the fingertips of each hand against your palms

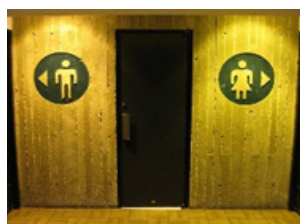


Step 6:
Rinse off the soap with clean water and dry your hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away

WHEN TO WASH YOUR HANDS



Before touching or handling any food, especially ready to eat food



After going to the toilet



After every break



After touching raw meat, poultry, fish, eggs or unwashed vegetables



After touching a cut or changing a dressing



After touching or emptying bins



After any cleaning



After touching phones, light switches, door handles, cash registers and money



CROSS CONTACT

Cross-contact is one of the most common causes of food poisoning. It happens when harmful bacteria are spread onto food from other food, surfaces, hands or equipment.

These harmful bacteria often come from raw meat/poultry, fish, eggs and unwashed vegetables. So, it is especially important to handle these foods carefully

Other sources of bacteria can include:

- Pub Team Members
- pests
- equipment
- cloths
- dirt or soil

When you handle raw and ready-to-eat food in your business you may need to consider extra procedures to help keep the food you produce safe. More information can be found at:

[*businessguidance/e-coli-cross-contamination-guidance*](#)





Do not forget that you should also protect food from 'physical contamination' (where objects get into food, e.g., broken glass or pieces of packaging) and 'chemical contamination' (where chemicals get into food, e.g., cleaning products or pest control chemicals).

This section also includes information on food allergies. Good cleaning and handling practices can help manage the risk of cross-contact from allergens.

SAFE METHOD:

PERSONAL HYGIENE AND FITNESS TO WORK

It is vital for you to follow good personal hygiene practices to help prevent bacteria from spreading to food.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?		
<p>Pub Team Members should always wash their hands thoroughly before handling and preparing food. (See the 'Hand washing' method in the Cleaning section.)</p>	<p>Hand washing is one of the best ways to prevent harmful bacteria from spreading.</p>	<p>Are all Pub Team Members trained to wash their hands before preparing food?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Ensure that your wash hand basin is as shown in the Operational Standards photo</p> 		
<p>All Pub Team Members should wear clean clothes when working with food. Ideally, they should change into clean work clothes before starting work and not wear these clothes outside food preparation areas</p>	<p>Clothes can bring dirt and bacteria into food preparation areas. Wearing clean clothes helps to prevent this.</p>	<p>Do your Pub Team Members wear clean work clothes?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Do your Pub Team Members change clothes before starting work?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>		
<p>All uniforms must be cleaned in a washing machine on the hottest cycle.</p>	<p>Dirty uniforms can spread bacteria very easily. A hot wash cycle will clean the uniform thoroughly and kill bacteria (disinfect).</p>	<p>Check that the washing machine is on the hot cycle</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>		
<p>Work clothes should be appropriate for Pub Team Members duties and protect food from contamination. Ideally, they should be light-coloured with no external pockets. It is also a good idea to wear a clean apron or disposable apron over work clothes.</p>	<p>Work clothes should minimise skin meeting food and prevent hairs, fibres and the contents of pockets (which can carry bacteria) getting into food. Light colours show dirt clearly.</p>	<p>Check your Pub Team Members work clothes are the same as is in the Operational Standards photograph.</p>  <p>Record in Kitchen Checks Record Book or Trail Section RB2</p>		
<p>Pub Team Members should change aprons after working with raw food e.g. meat, poultry, eggs or unwashed vegetables</p>	<p>Aprons help to stop dirt and bacteria from getting onto work clothes and they can be removed easily for washing or thrown away if disposable.</p>	<p>What type of aprons do you use? What tasks do you use them for?</p>		
<p>It is good practice for Pub Team Members to keep hair tied back or wear a hat when preparing food.</p>		<p>If hair is not tied back or covered, it is more likely to fall into food and Pub Team Members are more likely to touch their hair.</p>		<p>Do Pub Team Members keep their hair tied back?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Do Pub Team Members wear hats or hairnets when preparing food?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
Pub Team Members should not wear watches or jewellery when preparing food (except a plain wedding band).	Watches and jewellery can collect and spread dirt and harmful bacteria and fall into the food.	Do your Pub Team Members take off watches and jewellery before preparing food? Yes <input type="checkbox"/> No <input type="checkbox"/>
Pub Team Members should not smoke, drink, eat or chew gum while handling food. Pub Team Members should also avoid touching their face or nose, or coughing and sneezing over or near food, and wash hands if they do.	All these lead to Pub Team Members touching their face or mouth. Harmful bacteria can be spread from someone's face or mouth to their hands and then onto food.	Are Pub Team Members trained not to do these things? Yes <input type="checkbox"/> No <input type="checkbox"/>

FITNESS FOR WORK

SAFE POINT	WHY?
Pub Team Members should be 'fit for work' at all times. This means that they must not be suffering from, or carrying, an illness or disease that could cause a problem with food safety.	People who are not 'fit for work' could spread harmful bacteria or viruses to food. Record in Kitchen Checks Record Book or Trail Section RB2
Any Pub Team Member who has diarrhoea and/or vomiting should report it to their manager immediately and either stay at home or go home straight away.	People suffering from these symptoms often carry harmful bacteria on their hands and can spread them to food or equipment they touch.
Pub Team Members who have had diarrhoea and/or vomiting should not return to work until they have had no symptoms for 48 hours.	Even if the diarrhoea and vomiting has stopped, someone can still carry harmful bacteria for 48 hours afterwards.
Pub Team Members should tell their manager if they have any cuts or sores, and these should be completely covered with a brightly coloured waterproof dressing.	Cuts and sores can carry harmful bacteria. Covering them prevents bacteria spreading to food. Coloured waterproof dressings can be seen more easily if they drop into food.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
If Pub Team Members are not 'fit for work', move them out of food or drink handling areas (e.g., kitchen or behind the bar) or send them home. Throw away any unwrapped foods they have handled.	<ul style="list-style-type: none"> • Train Pub Team Members again on this safe method. • Improve Pub Team Members supervision.

MANAGE IT	WHY?	HOW DO YOU DO THIS?
Make sure that all Pub Team Members understand the importance of being 'fit for work' and what they need to report.	This is so they understand how some types of illness can affect the safety of food and that they must tell their manager if they have these types of illness.	Make a note in the Pub Team Members training record card of when you have trained Pub Team Members on this safe method.
It is a good idea to have a separate area where Pub Team Members can change and store their outdoor clothes.	Clothes could be a source of bacteria if they are left lying around.	Where do Pub Team Members change and store their outdoor clothes?
It is good practice to keep a clean set of work clothes or disposable aprons for visitors.	Anyone entering the kitchen can bring in bacteria on their clothes.	Where do you keep clean uniforms/disposable aprons?

SAFE METHOD: CLOTHS

Cloths can be one of the top causes of cross-contact in the kitchen. It is essential to use them safely to prevent bacteria and allergens from spreading.

See Pocket Guide 2.2: Cloths in the Kitchen

SAFETY POINT	WHY?
Use disposable cloths or kitchen blue roll wherever possible and throw away after each task.	This will make sure that any bacteria and allergens picked up by the cloth will not be spread
Always use a new or freshly cleaned and disinfected cloth to wipe work surfaces, equipment or utensils that will be used with ready-to-eat food.	It is especially important to protect ready-to-eat food from bacteria. This is because the food will not be cooked, so any bacteria on the food will not be killed.
Take away re-usable cloths for thorough washing and disinfection after using them with raw meat/poultry, eggs or raw vegetables – and surfaces that have touched these foods.	Raw meat/poultry and eggs are more likely to contain harmful bacteria than other foods. The soil on vegetables can also contain harmful bacteria.
<p>If using re-usable cloths, make sure they are thoroughly washed, disinfected and dried properly between tasks (not just when they look dirty).</p> <p>Ideally, wash cloths in a washing machine on a very hot cycle. A suitably high temperature can be obtained using a hot cycle of 90°C.</p> <p>If you wash and disinfect cloths by hand, make sure all the food and dirt has been removed by washing in hot soapy water before you disinfect them. After washing, you can disinfect by using boiling water or a disinfectant, following the manufacturers' instructions.</p>	<p>Using dirty cloths can spread bacteria and allergens very easily. Cloths that are not dried properly can increase the risk of bacteria. A hot wash cycle will clean the cloths thoroughly and kill bacteria (disinfect).</p> <p>If food or dirt is still on the cloths, this will prevent the disinfection process from being effective, so harmful bacteria might not be killed.</p>

HOW DO YOU DO THIS?

How do you clean re-usable cloths?

DIFFERENT CLOTHS FOR DIFFERENT JOBS

JOB	THE BEST CLOTH FOR THE JOB	DO YOU DO THIS?	IF NOT, WHAT DO YOU DO?
Holding hot items (e.g. oven trays) – use tea towel or chef's cloth		Yes <input type="checkbox"/>	
Washing up dishes – use a dish cloth		Yes <input type="checkbox"/>	
Use disposable cloths or paper towels for the following jobs:			
Wiping surfaces		Yes <input type="checkbox"/>	
Mopping up spills		Yes <input type="checkbox"/>	
Wiping hands		Yes <input type="checkbox"/>	
Wiping sides of dishes before serving		Yes <input type="checkbox"/>	
Drying ingredients		Yes <input type="checkbox"/>	

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
If you notice dirty cloths in the kitchen, remove them for cleaning immediately or throw them away. If you think your Pub Team Members have used a dirty cloth, wash, disinfect and dry any equipment, work surfaces or utensils it has touched and throw away any food that might have been contaminated.	Consider using disposable cloths if you are not using them already. Increase your supply of disposable/clean cloths. Train Pub Team Members again on this safe method. Improve supervision.


MANAGE IT	WHY?	HOW DO YOU DO THIS?
Have a special place in the kitchen for dirty re-usable cloths before they are washed and used again.	This is to prevent them being re-used before they have been washed.	Where do Pub Team Members put dirty re-usable cloths?
Always keep a good supply of disposable/clean cloths in your kitchen.	Pub Team Members are more likely to use clean cloths if plenty are available.	Where do you keep new/clean cloths?



See Safe Method: Cleaning Effectively

SAFE METHOD: SEPARATING FOODS

Keeping raw and ready-to-eat food separate is essential to prevent harmful bacteria from spreading. Also store allergens in sealed containers and below other foods

See Pocket Guide 2.3: How to Store Refrigerated Food Correctly

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Delivery and collection Plan delivery times so that, if possible, raw foods arrive at different times to other foods.</p> <p>If you collect food from shops yourself, make sure it is kept at the correct temperature when you transport it, and that raw and ready-to-eat food is kept separate.</p> <p>Unload deliveries in a clean, separate area. Remove outer packaging and throw it away.</p> <p>Before you do this make a note of any cooking instructions, labelling or ingredient information, including batch codes if you need to. Sometimes the information is only on the outer packaging.</p>	<p>This helps to prevent harmful bacteria spreading from raw meat/poultry to other foods.</p> <p>This will prevent dirty outer packaging or leaks from deliveries from spreading bacteria. Packaging can also contain pests.</p> <p>You may need to check this information later.</p>	<p>When do deliveries come?</p>
<p>Storage Ideally, store raw and ready-to-eat food in separate fridges, freezers and display units. If they are in the same unit, store raw meat, poultry, fish and eggs below ready-to-eat food. Unwashed fruit and vegetables should also be kept separate from ready-to-eat food and above raw meat.</p> <p>Cover cooked foods and other raw and ready-to-eat food.</p> <p>Store allergens e.g., nuts in sealed containers below other foods in the dry store</p>	<p>This helps to prevent harmful bacteria spreading from raw food to ready-to-eat food.</p>	<p>How do you make sure raw and ready-to-eat food is stored separately?</p> <p>Refer to the Operational Standards photos for chilled storage:</p> 
<p>Defrosting Keep foods that are defrosting in the fridge in a covered container, below ready-to-eat food, or in a separate area of the kitchen away from other foods. (See the 'Defrosting' method in the Chilling section).</p>	<p>When foods are defrosting, the liquid that comes out can contain harmful bacteria, which could spread to other foods.</p>	<p>Where do you defrost foods?</p> <p>See Pocket Guide 4.2; How to defrost food safely</p>

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Preparation Prepare raw meat/poultry and other foods in different areas. If this is not possible, separate by preparing them at different times and clean and then disinfect thoroughly between tasks.</p> <p>Never use the same chopping board or knives for preparing raw meat/poultry and for ready-to-eat food (unless they have been thoroughly cleaned and disinfected in between).</p>	<p>This helps to prevent harmful bacteria and allergens spreading from one food to another.</p> <p>Harmful bacteria from raw meat/poultry can spread from chopping boards and knives to other foods.</p> 	<p>How do you separate raw meat/poultry and other foods during preparation?</p> <p>Refer to the Operational Standards photos for raw preparation:</p>  <p>See Pocket Guide 2.5: How to Prepare Food Safely</p>
<p>Do not wash raw meat or poultry.</p>	<p>Washing meat does not kill bacteria and allergens, but it can splash harmful bacteria around the kitchen contaminating sinks, taps and surfaces and ready-to-eat food.</p>	<p>More information can be found at: https://www.food.gov.uk/safety-hygiene/campylobacter</p>
<p>Thoroughly disinfecting between tasks needs to be carried out in two stages. First use a cleaning product to remove visible dirt from surfaces and equipment, and rinse. Then disinfect them using the correct dilution and contact time for the disinfectant, after rinse with fresh clean water if required. This is especially important between preparing raw and ready to eat food.</p>	<p>Chemical disinfectants only work if surfaces have been thoroughly cleaned first to remove grease and other dirt</p>	<p>See section cleaning effectively.</p>
<p>Cooking, e.g., grill, barbecue When you add raw meat make sure it does not touch or drip onto the food already cooking. This is especially important between preparing raw and ready to eat food.</p>	<p>Bacteria could spread from the raw meat to the other food and stop it being safe to eat.</p>	<p>There should be a system for loading the grill, with raw foods always going on to the grill in the same area, moving to a cooked section when turned. There should be no deviation from this mapping to avoid cross contact. All chefs should be trained to work in this way.</p>

THINK TWICE!

Equipment with moving parts

You should not use the same equipment, such as vacuum packing machines, slicers and mincers, for both raw and ready-to-eat food. These are complex pieces of machinery with lots of moving parts and it is very difficult to clean them sufficiently, so bacteria from raw food could easily be transferred to ready-to-eat food.

To clean this equipment effectively, it needs to be taken apart. (Vacuum packing machines require a specialist to do this.) If you are unsure of what to do, check with your environmental health officer.

WHAT TO DO IF THINGS GO WRONG

If you think that ready-to-eat food has not been kept separate from raw food throw away the food.

If equipment/surfaces/utensils have been touched by raw food, wash, disinfect and dry them to prevent harmful bacteria from spreading.






HOW TO STOP THIS HAPPENING AGAIN

- Train staff again on this safe method.
- Improve supervision.
- Be organised when your delivery arrives
- Storage and food preparation areas make it easier to keep food separate.
- Make sure you have enough storage space and it is well organised.

SAFE METHOD:

PHYSICAL AND CHEMICAL CONTAMINATION

It is very important to prevent objects and chemicals getting into food.

SAFETY POINT	WHY?	
<p>Follow the manufacturers' instructions on how to use and store cleaning chemicals. Store cleaning chemicals separately from food and make sure they are clearly labelled.</p>	<p>This is to prevent these chemicals getting into food.</p>	
<p>Keep food covered.</p>	<p>This helps to stop things falling into the food.</p>	
<p>Make sure you control pests effectively. (See the 'Pest control' safe method).</p>	<p>This is to stop insects, droppings etc. getting into food, as well as preventing the spread of bacteria.</p>	
<p>Make sure that any chemicals you use to control pests are used and stored in the correct way and clearly labelled.</p>	<p>This is to prevent these chemicals getting into food.</p>	
<p>Always clear and clean as you go and take care to throw away packaging, string etc. as soon as you remove it. (See the 'Clear and clean as you go' safe method in the Cleaning section.)</p> <p>Refer to the Operational Standards photo</p> 	<p>Keeping surfaces clear and clean will help prevent chemicals and objects getting into food, as well as preventing the spread of bacteria.</p>	
<p>Repair or replace any equipment or utensils that are damaged or have loose parts.</p>	<p>Loose parts may get into food by accident.</p>	
<p>It is a good idea to have a rule of no glass in the kitchen.</p>	<p>This helps to prevent broken glass getting into food.</p>	

WHAT TO DO IF THINGS GO WRONG

If chemicals or objects, such as glass, insects or coloured waterproof dressings get into food, throw the food away.

If you find pests or signs of pests, act immediately. (See the 'Pest control' safe method).

If you find objects in food that has been delivered, reject the delivery, if possible, and contact your supplier immediately.

HOW TO STOP THIS HAPPENING AGAIN

Review how you use and store chemicals in your business.

Review your pest control arrangements.

Train Pub Team Members again on this safe method.

Improve Pub Team Members supervision.

THINK TWICE!

When you clean work surfaces, make sure that any cleaning chemicals you use are suitable for surfaces touched by food. Check the manufacturers' instructions on how they should be used.

THINK TWICE!

Covering foods

It is important to keep food covered to help protect it from harmful bacteria. This is especially important for cooked food and other ready-to-eat food. Always use containers or bags that have been designed to store food. Suggested food coverings include kitchen foil, cling film, plastic boxes with lids or freezer bags. Keep unused food coverings clean and separate from food.

When you are covering food:



- Check the manufacturers' instructions to see if the covering is suitable for what you are using it for.
- Always make sure that the food is properly covered.
- Take care not to let the covering fall into foods.
- Never re-use foil, cling film or freezer bags and do not store food in opened tins.
- Make sure that plastic boxes are washed, disinfected and dried between uses.







Avoid re-using food packaging to store food. Often packaging is designed to be used once with a certain food, so it might not be safe to use it again, or to use it with a different food. If food packaging is used in a way that it was not designed for, chemicals could transfer into the food. Instead, use re-usable containers that have been designed to store food.

See Safe Methods: Cleaning Effectively and Cloths

SAFE METHOD: PEST CONTROL

Effective pest control is essential to keep pests out of your premises and prevent them from spreading harmful bacteria. See **Pocket Guide 2.7: Pest Awareness**

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Check your premises regularly for signs of pests.</p> <p>Record in Kitchen Checks Record Book or Trail Sections RB6 & RB12</p>	<p>Pests carry harmful bacteria.</p>	<p>When do you check for pests?</p> <p>Check behind equipment.</p> <p>Refer to Operational Standards Photo:</p> 
<p>Check deliveries if it shows signs of pests such as gnawed packaging or insects, e.g., beetles.</p>	<p>Pests could come into your premises in a delivery.</p>	<p>How do you check deliveries?</p>
<p>Keep external areas tidy and free from weeds. Make sure bins have close-fitting lids and are easy to clean and disinfect regularly.</p>	<p>Weeds and rubbish can attract pests and provide them with food and shelter.</p>	<p>How often do you check external areas?</p> <p>Refer to Operational Standards photos</p> 

TYPE OF PEST		SIGNS OF PEST
Rats and mice		Small footprints in dust, droppings, holes in walls and doors, nests, gnawed goods or packaging, grease or smear marks, urine stains on food packaging.
Flies and flying insects e.g. moths		Bodies of insects, live insects, webbing, nests, droning or buzzing, maggots.
Cockroaches		Eggs and egg cases, moulted 'skins', the insects themselves, droppings.
Ants		Small piles of sand or soil, the insects themselves, flying ants on hot days.
Birds		Feathers, droppings, nests, noise, the birds themselves.
Beetles and weevils		Moving insects, particularly in dry food, small maggots.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<p>If you see signs of a pest infestation, call your pest contractor immediately. Write the contact details for your pest contractor on the contacts list in the back of this manual.</p> <p>If you think any equipment, surfaces or utensils have been touched by pests, they should be washed, disinfected and dried to stop harmful bacteria from spreading.</p> <p>If you think food has been touched by pests in any way, throw it away.</p>	<p>Make your pest checks more frequent. Improve Pub Team Members' training on recognising signs of pests and encourage them to report problems immediately. Record in Kitchen Checks Record Book or Trail Sections RB2, RB6 & RB12.</p>

THINK TWICE!

Never let pest control bait/chemicals, including sprays, come into contact with food, packaging, equipment or surfaces, because they are likely to be poisonous to people.


MANAGE IT

Make sure no food or dirty plates etc. are left out at night – these are a source of food for pests.

Make sure that checks for pests are carried out regularly.

SAFE METHOD: MAINTENANCE

Effective maintenance is essential to allow you to clean properly and keep pests out.

SAFETY POINT	WHY?	
Repair structural damage as soon as it happens e.g. damp/ chipped plaster, broken tiles, holes in walls or windows.	Structural damage can make your premises harder to clean. It can attract pests, dirt and allows harmful bacteria to collect there.	
Check extractor fans and filters regularly to make sure they are working properly and are free from grease and dirt.	This is to make sure the fans and filters can do their job properly.	
Replace chopping boards that are scratched, pitted or scored.	Dirt and harmful bacteria can collect in any areas where the board is not smooth.	
Repair or replace any equipment or utensils that are damaged or have loose parts.	Dirt and harmful bacteria can collect in damaged equipment/utensils. Loose parts may fall into food.	
Throw away any cracked or chipped dishes and other tableware.	Dirt and harmful bacteria can collect in cracks or chips.	
Make sure your cooking, hot holding and chilling equipment is well maintained and working properly.	If it does not work properly, food may not be kept safe.	
Temperature probes should be calibrated monthly to make sure their readings are accurate. Record in Kitchen Checks Record Book or Trail Section RB13	If your probe is not accurate, then it will not give a reliable measure of whether food is at a safe temperature. (See the 'Prove it' safe method in the Management section).	

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<p>If you think that equipment might not be working properly, check it straight away. Do not wait until it has broken down. Check that Pub Team Members are using the equipment properly.</p> <p>Look at the manufacturers' instructions to see if there is a troubleshooting section.</p> <p>Use alternative equipment until the fault has been corrected.</p> <p>In the event that you require any maintenance support, please contact our Pub Support Team on 01283 502 502 or log on fix my pub.</p>	<p>Make your maintenance checks more frequent.</p> <p>Encourage Pub Team Members to report any structural damage or problems with equipment, so you know about problems early.</p> <p>Train Pub Team Members again on this safe method.</p> <p>Improve supervision.</p>

MANAGE IT	HOW DO YOU DO THIS?
<ul style="list-style-type: none"> • Check your premises regularly for any structural damage or problems with equipment. • Put problems right as soon as possible, before they get worse or affect food safety. Make a note of what you do. • Make a reminder of maintenance checks and make a note of any repairs you make. 	<ul style="list-style-type: none"> • As part of your weekly checks, look for maintenance / repairs which require action or need to be reported: • Record in Kitchen Checks Record Book or Trail Section RB6



CLEANING

Effective cleaning is essential to get rid of harmful bacteria and allergens to stop them spreading to food.

This section tells you about hand washing, cleaning effectively, how to ‘clear and clean as you go’ and developing a cleaning schedule.

SAFE METHOD:

HAND WASHING

Effective hand washing is essential to help prevent bacteria spreading to food.

Make sure that all Pub Team Members who work with food wash their hands properly before handling or preparing food. Harmful bacteria can spread very easily from people’s hands to food, work surfaces, equipment etc. Effective hand washing helps to prevent this. Following the steps below will make sure hands are washed properly. **Refer to Pocket Guide 1.3 How to wash hands effectively.**

WASHING HANDS EFFECTIVELY

<p>Step 1: Wet your hands thoroughly under warm running water and squirt anti-bacterial soap onto your palm.</p>		<p>Step 2: Rub your hands together palm to palm to make a lather.</p>	
<p>Step 3: Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand.</p>		<p>Step 4: Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly.</p>	
<p>Step 5: Rub around your thumbs on each hand and then rub the fingertips of each hand against your palms.</p>		<p>Step 6: Rinse off the soap with clean water and dry your hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away.</p>	

CHECK IT

For hands to be washed properly, you need warm running water, anti-bacterial soap and preferably disposable towels. **See operational standards photo**



Do you use liquid soap?









Yes No If no, what do you use?

Record in Kitchen Checks Record Book or Trail Section RB2

Do you use disposable towels?

Yes No If no, what do you use?

WHEN TO WASH YOUR HANDS


<p>Before touching or handling any food, especially ready-to-eat food and after touching raw meat, poultry, fish, eggs or unwashed vegetables.</p>	
<p>When entering the kitchen e.g. after a break or going to the toilet.</p>	
<p>After touching or emptying bins.</p>	
<p>After any cleaning.</p>	
<p>After touching a cut or changing a dressing.</p>	
<p>After touching items such as phones, light switches, door handles, cash registers and money.</p>	
<p>After a smoke break</p>	
<p>After blowing your nose</p>	

THINK TWICE!

If you use disposable gloves in your business, they should never be used as an alternative to effective hand washing. When using disposable gloves make sure you:

- Wash your hands thoroughly before putting them on and after taking them off.
- Always change them regularly, especially between handling raw food and ready-to-eat food.
- Throw them away after use or if damaged.





Hygienic hand rubs and gels can be useful when used as an additional precaution, but should never be used as a replacement for effective hand washing.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<p>If you think a Pub Team Member has not washed their hands, make sure they wash them straight away and emphasise how important it is to wash their hands when working with food</p>	<p>Make sure that hand basins are convenient with plenty of soap and disposable towels. Train Pub Team Members again on this safe method. Improve supervision. See operational standards photo.</p> <div style="text-align: right;">  </div>

SAFE METHOD:

CLEANING EFFECTIVELY

Effective cleaning is essential to get rid of harmful bacteria and stop them spreading.

SAFETY POINT	WHY?	
<p>Cleaning needs to be carried out in two stages. First use a cleaning product to remove visible dirt from surfaces and equipment, and rinse. Then sanitise them using the correct dilution and contact time for the sanitiser, after rinse with fresh clean water if required.</p>	<p>Chemical disinfectants only work if surfaces have been thoroughly cleaned first to remove grease and other dirt. Refer to Operational Standards Photo.</p> <div style="text-align: center;">  </div> <p>See Pocket Guide 3.1: Cleaning & Sanitising Work Surfaces</p>	
<p>Follow the manufacturers' instructions on how to use cleaning chemicals. Disinfectants and sanitisers should meet BS EN1276 or BS EN13697.</p>	<p>This is important to make sure that chemicals work effectively.</p>	
<p>Wash work surfaces and equipment thoroughly between tasks, follow the manufacturers' cleaning instructions if there are any. Wash and then disinfect them after preparing raw food.</p>	<p>This will help prevent dirt and bacteria spreading onto other equipment.</p>	
HIGH-PRIORITY CLEANING		
<p>Regularly wash/wipe and disinfect all the items people touch frequently, such as work surfaces, sinks, taps, door handles, switches, can openers, cash registers, telephones and scales.</p> <p>Where possible, allow these to dry naturally at the end of each day/shift.</p>	<p>This will help prevent dirt and bacteria being spread to people's hands and then to food or other areas.</p> <p>Drying naturally helps prevent bacteria being spread back to these items on a towel/cloth used for drying.</p>	
<p>Wash and disinfect fridges regularly at a time when they do not contain much food. Transfer food to another fridge or a safe cold area and keep it covered.</p> <p>Regularly clean ice machines.</p>	<p>To clean a fridge thoroughly, you should take out all the food and keep it cold somewhere else. If food is left out at room temperature, bacteria could grow.</p> <p>See Pocket Guide 3.2: Cleaning the Ice Machine</p>	
<p>Ideally use a dishwasher. Do not overload the dishwasher and make sure it is maintained and serviced regularly.</p> <p>If you do not have a dishwasher, wash plates, equipment etc. in hot soapy water using diluted detergent. Remove grease and any food and dirt. Then immerse them in very hot, clean water. Leave to air dry, or dry with a clean disposable cloth.</p>	<p>Dishwashers wash items thoroughly at a high temperature, so this is a good way to clean equipment and kill bacteria (disinfect) and remove allergens. If you overload the dishwasher, it may not wash effectively.</p>	

Other cleaning

SAFETY POINT	WHY?
Items that do not touch food are not as high a priority, but they should still be cleaned effectively. Examples include dry storage areas and floors.	This prevents dirt and bacteria building up in the kitchen. It also removes any food which has fallen on the floor, which can attract pests e.g. mice and cockroaches.
For equipment or areas that are hard to clean, you may wish to employ a contract cleaner.	Contract cleaners have special equipment and experience of more difficult cleaning.



THINK TWICE!

Effective cleaning needs to be carried out in two stages. Disinfectants will only work on clean surfaces. Always use a cleaning product to remove visible dirt and grease before disinfecting. Always check the manufacturers' instructions for the correct dilution and contact time for disinfectants or sanitisers. When you are cleaning, remember to move food out of the way, or cover it. This is to prevent dirt, bacteria or cleaning chemicals from getting onto food.



MANAGE IT	WHY?	HOW DO YOU DO THIS?
Fill out the cleaning schedule in the kitchen book to show how you manage cleaning in your business. Record in Kitchen Checks Record Book or Trail Sections RB11 & RB2	This is to make sure that Pub Team Members know what to clean, when and how.	Have you completed the cleaning schedule in your kitchen book? Yes <input type="checkbox"/> No <input type="checkbox"/>
Make sure you always have a good supply of cleaning chemicals, materials and equipment.	Pub Team Members are more likely to clean properly if the right cleaning chemicals, materials and equipment are available.	Do you make sure you have a good supply of cleaning products? Yes <input type="checkbox"/> No <input type="checkbox"/>
Cleaning equipment should be stored in a clean, dry condition away from food preparation areas.	This is the safest and cleanest way to store cleaning equipment.	Ideally store mops and buckets etc. indoors.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
If you find that any item in your kitchen is not properly clean, wash and disinfect it and allow it to dry.	Review your cleaning schedule, including how you clean and how often. Make sure your cleaning chemicals, materials and equipment are suitable for the tasks you use them for and are being used correctly. Train Pub Team Members again on this safe method. Improve supervision.

See Safe Method: Cloths

SAFE METHOD: CLEAN AND CLEAR AS YOU GO

Keeping your kitchen clear and clean makes it safer.

SAFETY POINT	WHY?	
Take off outer packaging from food and throw it away before you bring food into the kitchen or storeroom. Making a note of the batch numbers and use by dates	Outer packaging could have touched dirty floors etc. when it has been stored or transported before.	
Take extra care with how you throw away packaging and food waste from raw food. If packaging from raw food touches work surfaces make sure you wash and then disinfect them afterwards.	Packaging and food waste from these foods are more likely to spread harmful bacteria and allergens to food and surfaces.	
Keep your kitchen free from clutter and rubbish. Clear away dirty kitchen equipment as soon as possible.	Work surfaces are easier to keep clean when they are not cluttered. It is also important to clear away used equipment to prevent bacteria and allergens spreading from it to surfaces or food.	
Keep sinks clear and clean them regularly.	This stops dirt building up and helps prevent bacteria and allergens from spreading.	
Wash or wipe away spills as soon as they happen. Clean and then disinfect work surfaces after wiping up spills from raw food.	This stops dirt building up and helps prevent bacteria and allergens from spreading.	
Wash work surfaces thoroughly between tasks. Use a new cloth (or one that has been washed and disinfected) to clean work surfaces before preparing ready-to-eat food.	This will help prevent dirt and bacteria and allergens spreading onto other foods from the surface. A dirty cloth could spread bacteria and allergens to the surface.	

See Safe Methods: Cleaning Effectively and Cloths

MANAGE IT

'Clear and clean as you go' is the recommended way of keeping your kitchen clean as you work. How do you do this?

Refer to Operational Standards Photo



Record in Kitchen Checks Record Book or Trail Sections RB2 & RB11

MANAGING FOOD WASTE

Managing food waste can help prevent fat, oils and grease from blocking your sinks, pipes and drains. Check with your environmental health department if there are specific requirements in your area.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
Scrape food waste into the bin before washing. Ideally, use a separate bin just for food waste	This will help prevent food blocking pipes and drains at your business.	Do you remove left-over food from plates before washing? Yes <input type="checkbox"/> No <input type="checkbox"/> Do you have a bin just for food waste? Yes <input type="checkbox"/> No <input type="checkbox"/>
Use a strainer over the plughole to stop food going down the sink.	This will help stop food from blocking your sinks, pipes and drains.	Do you use strainers in your sinks? Yes <input type="checkbox"/> No <input type="checkbox"/>
Food waste should be stored in a specific place, away from food preparation, before it is collected. This area should be cleaned and disinfected regularly.	Food waste can contaminate food preparation areas with bacteria and allergens. Regular collection of waste is very important. If left too long, waste can smell, attract pests and can be a risk to food safety.	Do you have a specific place for food waste? Yes <input type="checkbox"/> No <input type="checkbox"/> Do you clean and disinfect this area regularly? Yes <input type="checkbox"/> No <input type="checkbox"/> How often is food waste collected at your business?

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<p>If you find that work surfaces or equipment are not properly clean, wash, disinfect and dry them before using them to prepare food.</p> <p>If you find any packaging or waste lying around, throw it away immediately and clean and then disinfect the work surface thoroughly.</p> <p>If sinks, pipes or drains get blocked check food is being scraped into bins before washing and that strainers are being used.</p>	<p>Review your clearing and cleaning practices.</p> <p>Review staffing levels.</p> <p>Consider changing the order/timing of tasks to make it easier to keep surfaces clear and clean.</p> <p>Train Pub Team Members again on this safe method.</p> <p>Improve supervision.</p>

SAFE METHOD: YOUR CLEANING SCHEDULE

A cleaning schedule is a useful tool to help you clean effectively in your business.

WHAT TO DO

Use the schedule provided in the Kitchen Checks Record Book or Trail to write down how you clean in your business. This safe method should help you do this.

It is important to write down how you do your cleaning, so you can show what you do. It is also useful for Pub Team Members to be able to check how they should clean things, so you may wish to put your cleaning schedule on the wall.

SAFETY POINT	HOW DO YOU DO THIS?
<p>Using form in Kitchen Checks record book or trail, walk through your premises and note those items that apply to your kitchen. Cross out the items that do not apply. This will depend on what you do in your business.</p> <p>Some items should be cleaned more frequently than others and some should also be disinfected. You do not need to disinfect everything – concentrate on those items that will be touched by food and frequently touched items such as door handles.</p> <p>You will also need to clean and then disinfect surfaces or items that have been touched by raw food, or leaks or spills from these.</p>	<ul style="list-style-type: none"> ➤ Punch Pubs & Co provides a cleaning Rota in the Kitchen Checks Record Book or Trail. ➤ Record in Kitchen Checks Record Book or Trail Section RB11 ➤ Draw a line through non applicable equipment ➤ Enter your initials to confirm cleaning has taken place.
<p>For each item, or group of items, note the various headings.</p>	<p>Include details on:</p> <ul style="list-style-type: none"> ➤ Cleaning Detail. ➤ Frequency. ➤ What chemicals you use. ➤ What protective equipment you need. ➤ How often you clean the item(s)
<p>Review your schedule regularly and check that all cleaning is being done properly.</p>	<p>Train Pub Team Members on the cleaning schedule, so they know what they have to do, and when. Supervise cleaning.</p>



CHILLING

Chilling food properly helps to stop harmful bacteria from growing.

Some foods need to be kept chilled to keep them safe, such as sandwiches, cooked food, salad ingredients, soft cheeses, cooked meats, cream and desserts, food with a 'use by' date and food that says 'keep refrigerated' on the label.


This section tells you about storing and displaying chilled food, chilling down hot food, freezing and defrosting.

SAFE METHOD:

CHILLED STORAGE AND DISPLAYING CHILLED FOOD

Harmful bacteria can grow in food that is not chilled properly.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?	
<p>Certain foods need to be kept chilled to keep them safe, for example:</p> <ul style="list-style-type: none"> • food with a 'use by' date • food that says 'keep refrigerated' on the label • food you have cooked and will not serve immediately • ready-to-eat food such as salads, cooked meats, sandwiches and desserts. 	<p>If these types of food are not kept cold enough harmful bacteria could grow.</p>	<p>Do you check regularly that these types of food are kept chilled?</p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	<p>If not, what do you do?</p>
<p>Make sure that you do not use food after its 'use by' date.</p> <p>See the section on date labelling</p>	<p>Food with 'use by' dates, cooked dishes and other ready-to-eat food have a limited shelf life. If you keep them too long, they might not be safe to eat.</p>		<p>How do you keep track of when food should be used or thrown away?</p> <p>Use the day dots - see Date Label Procedure</p>
<p>Chilled vacuum-packed raw meats (Fresh beef, lamb and pork without added ingredients or processing)</p> <p>For chilled vacuum-packed products you must use supplier shelf life.</p>	<p>Vacuum packed raw meats can support highly dangerous bacteria and must be handled correctly</p>	<p>For chilled vacuum-packed raw meats (fresh beef, lamb and pork without added ingredients or processing) you must use within 13 days (day of delivery + 12) or the supplier shelf life whichever is earliest. Place in the meat fridge and store below 3°C where possible.</p>	<p>How do you keep track of when vacuum packed meats have reached their shelf life?</p>
<p>Follow the manufacturers' instructions on how to use fridges and chilled display equipment.</p>	<p>It is important to use equipment properly to make sure food is kept cold enough.</p>	<p>Do you follow the manufacturers' instructions for using your:</p> <p>Fridge? <input type="checkbox"/></p> <p>Chilled display unit? <input type="checkbox"/></p>	<p>If not, what do you do?</p>

SAFETY POINT	WHY?	HOW DO YOU DO THIS?	
<ul style="list-style-type: none"> Pre-cool the display unit before you put chilled food in it. Only display as much food as you think you will need. Display food for the shortest time possible. <p>You could also:</p> <ul style="list-style-type: none"> use a 'dummy' portion for display (which will not be eaten) use photographs to show guest what the food looks like. 	<p>It is important to keep chilled food cold while it is on display to prevent harmful bacteria from growing in the food.</p>		<p>What do you do to make sure chilled food is displayed safely?</p>

CHECK IT	HOW DO YOU DO THIS?
<p>It is recommended that fridges and chilled display equipment should be set at 5°C or below. This is to make sure that chilled food is kept at 8°C or below.</p> <p>This is a legal requirement in England, Wales and Northern Ireland, and recommended in Scotland.</p> <p>You should check the temperature of your chilling equipment at least twice a day starting with your opening checks.</p> <p>Record in Kitchen Checks Record Book or Trail Section RB1</p>	<p>Some equipment will have a digital display or dial to show what temperature it is set at. You can use this to check the temperature of your equipment..</p> <p>How do you check the temperature of chilling equipment?</p> <p>Fridges:</p> <p>Fridge Temperature to be taken twice daily Food Temperature to be taken weekly</p> <p>Chilled display unit:</p> <p>Digital display temperature to be taken daily Food Temperature to be taken weekly</p> <p>Once a week you should check the fridge temperature is correct by checking the food temperature. Record in Kitchen Checks Record Book or Trail Section RB5.</p>

THINK TWICE!

Chilled food must be kept at 8°C or below, except for certain exceptions.

When you display cold food, e.g., on a buffet, you should use suitable chilled display equipment to keep it at 8°C or below. If this is not possible, you can display food out of chilled storage for up to four hours, but you can only do this once. Make sure you know how long food has been on display or kept out and check its temperature regularly.

Food that has not been used within four hours can be put back in the fridge and kept at 8°C or below until it is used. If it has been out for more than four hours, it should be thrown away.

If you do take food out of chilled storage to display it, remember not to mix new food with the food that is already on display. This could lead to the older food being left out for too long.

PROVE IT & RECORD

- Check the temperature gauge of refrigerators and freezers twice a day. Check the temperature of food in the refrigerators and freezers once a week using a temperature probe.
- **Record in Kitchen Checks Record Book or Trail Sections RB1 & RB5**
- See the 'Prove it' safe method in the Management section for advice on using probes safely.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<p>If your fridge or display equipment breaks down, use other equipment, or move the food to a cold area. If you cannot do this, or you do not know how long the equipment has been broken down, contact the environmental health officer at your local authority for advice.</p> <p>If food on display has not been kept chilled for more than four hours, throw it away.</p> <p>Remember that some foods need extra care e.g., rice. See the safe method 'Foods that need extra care' in the Cooking section.</p>	<ul style="list-style-type: none">• Review your chilled display method and see if you can make it safer, see page 43.• Train staff again on this safe method.• Improve supervision. <p>If you have frequent problems with your chilling equipment, consider whether it is suitable for your business. Generally, commercial equipment will be more suitable for catering.</p>

SAFE METHOD:

CHILLING DOWN HOT FOOD

Harmful bacteria can grow in food that is not chilled down as quickly as possible.

See Pocket Guide 4.1: Chilling Down Hot Food Safely

SAFETY POINT	WHY?
If you have cooked food that you will not serve immediately, chill it down as quickly as possible and then put it in the fridge. The food should reach room temperature (25°C within 2 hours).	Harmful bacteria can grow in food that is left to chill slowly.
Avoid cooking large quantities of food in advance, unless you need to.	Large quantities of food are more difficult to chill down quickly, especially solid food.

OPTIONS FOR CHILLING DOWN FOOD (YOU CAN USE ONE OR MORE OF THESE)	WHY?	TICK IF YOU DO THIS
Divide food into smaller portions.	Smaller amounts of food chill down more quickly.	<input type="checkbox"/>
Cut joints of meat in half.	Smaller pieces of meat will cool more quickly.	<input type="checkbox"/>
Cover pans of hot food and move them to a colder area e.g. a storage room, or stand them in cold water. You can also use ice to speed up chilling.	This will make the contents of the pans chill more quickly.	<input type="checkbox"/>
Stir food regularly while it is chilling down.	Stirring helps food chill more evenly.	<input type="checkbox"/>
Cover hot food and move it to a colder area (e.g. a larder).	Food will chill more quickly in a colder place.	<input type="checkbox"/>
Spread food out on a tray e.g. rice.	Spreading the food out will help it cool more quickly.	<input type="checkbox"/>

OPTIONS FOR CHILLING DOWN FOOD (YOU CAN USE ONE OR MORE OF THESE)	WHY?	TICK IF YOU DO THIS
If you have a 'cool' setting on your oven, use it to chill down food.	Some ovens have a 'cool' setting, which can help to chill down food by increasing the air flow around it. (The oven should be cool first.)	<input type="checkbox"/>
Use a blast chiller to chill down food.	A blast chiller is specially designed to chill down hot foods quickly and safely.	<input type="checkbox"/>
If you have another method of chilling down hot food, e.g. putting pasta under cold running water, write the details here:		

PROVE IT & RECORD

If you would like to compare different chilling options, try them out with the same food. You will only need to do this once.

When you have just cooked the food, use a probe to test its temperature. (See the 'Prove it' method in the Management section for advice on using probes safely.) Then test the temperature again at regular intervals to find out how fast the food is being chilled down. Remember to use a clean probe each time you check the food. The food should reach room temperature (25°C within 2 hours).

Repeat the process with different chilling options to find out which is most effective

Record in Kitchen Checks Record Book or Trail Section RB4

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<p>If food has not been chilled down safely, throw it away.</p> <p>Remember that some foods need extra care e.g., rice. See the safe method 'Foods that need extra care' in the Cooking section.</p>	<p>Review your chilling methods to make sure they are working properly. If appropriate, try out different methods and choose the one that best meets your needs.</p> <p>Make sure you always allow enough time and make portions small enough.</p> <p>Train Pub Team Members again on this safe method.</p> <p>Improve supervision.</p> <p>If you chill down lots of hot food in your business, you may wish to consider using a blast chiller.</p>

SAFE METHOD: DEFROSTING

Harmful bacteria can grow in food that is not defrosted properly.

See Pocket Guide 4.2: How to defrost Food Safely

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
Food should be thoroughly defrosted before cooking (unless the manufacturers' instructions tell you to cook from frozen or you have a proven safe method).	<p>If food is still frozen or partially frozen, it will take longer to cook.</p> <p>The outside of the food could be cooked, but the centre might not be, which means it could contain harmful bacteria.</p>	<p>Do you check food is thoroughly defrosted before cooking?</p> <p>Yes <input type="checkbox"/></p> <p>If not, what do you do?</p>
OPTIONS FOR DEFROSTING FOOD		
1. Ideally, plan to leave enough time and space to defrost small amounts of food in the fridge.	Putting food in the fridge will keep it at a safe temperature while it is defrosting.	<p>Do you use this method?</p> <p>Yes <input type="checkbox"/></p> <p>How much time do you allow for defrosting?</p>
2. If you cannot defrost food in the fridge, you could put it in a container and then place it under cold running water.	Cold water will help to speed up defrosting without allowing the outside of the food to get too warm.	<p>Do you use this method?</p> <p>Yes <input type="checkbox"/></p> <p>Which foods do you defrost in this way?</p>
3. Raw meat and poultry (including large joints and whole birds), should not be defrosted under cold running water unless they are in a sealed container. For more information: https://www.food.gov.uk/safety-hygiene/campylobacter	Harmful bacteria could be spread, contaminating sinks, taps and surfaces.	How do you defrost raw meat and poultry?
4. If you use the sink to defrost some foods, make sure the sink is clean and empty. The sink should be cleaned and then disinfected after being used for defrosting.	Cold water will help speed up defrosting.	<p>Do you use this method?</p> <p>Yes <input type="checkbox"/></p> <p>Which foods do you defrost in this way?</p>

SAFETY POINTS	WHY?	HOW DO YOU DO THIS
5. You could defrost food in the microwave on the 'defrost' setting.	This is a fast way to defrost food.	Do you use this method? Yes <input type="checkbox"/> Which foods do you defrost in this way?
6. If necessary, you could defrost food at room temperature. Follow the manufacturers' defrosting instructions. Food should be left out at room temperature for the shortest time possible. Ideally, defrost these foods in the fridge.	Foods will defrost quite quickly at room temperature, but harmful bacteria could grow in food if it gets too warm while defrosting.	Do you use this method? Yes <input type="checkbox"/> Which foods do you defrost in this way?
7. If you have another method of defrosting, write the details here:		Which foods do you defrost in this way?

THINK TWICE!

Keep meat/poultry separate from other food when it is defrosting, to prevent cross-contact. Dispose of the defrosting liquid carefully, keep away from ready to eat foods.

CHECK IT	WHY?	HOW DO YOU DO THIS?
When you think food has defrosted, it is important to check to make sure.	The outside may look defrosted but the inside could still be frozen.	Check for ice crystals in the food using your hand or a skewer. Do you use this check? Yes <input type="checkbox"/>
		With birds, check the joints are flexible. Do you use this check? Yes <input type="checkbox"/>
		If you use another check, write the details here:






WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<p>If food has not fully defrosted, continue to defrost the food until no ice crystals are left. Test again before cooking or reheating.</p> <p>Speed up the defrosting process e.g. by using cold water or a microwave.</p> <p>Use an alternative menu item. If you do not have time to defrost for longer, replace the dish with a similar dish that is ready to serve.</p>	<p>Change your defrosting method and make it safer, e.g. defrost smaller amounts.</p> <p>Make sure you allow enough time to defrost. Train Pub Team Members again on this safe method.</p> <p>Improve supervision.</p> <p>If you defrost lots of food in your business, you may wish to consider creating extra fridge space or using a special defrosting cabinet.</p>

SAFE METHOD: FROZEN FOOD

It is important to take care when freezing food and handle frozen food safely. We do not recommend home freezing.

See Pocket Guide 4.3: Frozen Food

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Put frozen food in the freezer as soon as it is delivered.</p> <p>Refer to Operational Standards Photo</p> 	<p>If frozen food starts to defrost, harmful bacteria could grow.</p>	<p>Is frozen food put in the freezer as soon as it is delivered?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>If you are freezing fresh food, freeze it as soon as it has been delivered or prepared.</p> <p>Freeze hot food as soon as it has been properly chilled down.</p>	<p>The longer you wait before freezing food, the greater the chance of harmful bacteria growing. (See the 'Chilling down hot food' method.)</p> 	<p>Is fresh and cooked food put in the freezer as soon as it has been delivered, prepared, or chilled down?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>Divide food into smaller portions and put it in containers or freezer bags before freezing.</p>	<p>Smaller portions will freeze (and defrost) more quickly.</p> <p>The centre of larger portions takes longer to freeze, allowing harmful bacteria to grow.</p> <p>Using containers and freezer bags prevents cross-contamination.</p> 	<p>Is food divided into smaller portions to help it freeze better?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Is frozen food stored in containers or freezer bags?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>

HOW DO YOU DO THIS?

If you answered 'No' to any of the above questions, write down what you do:

THINK TWICE!

When you freeze food, make a note (e.g., on a sticker) of the date it is frozen and the date when it is removed for defrosting, including the day, month and year.

If you freeze food that has a 'use by' date, (for using later) make sure you freeze it before the use by date is past, and it is important that you clearly note the date you are freezing it.

Once food has been defrosted use within the use by dates or the day dot policy whichever is the earliest.

PROVE IT & RECORD

Temperatures of all refrigerators and freezers must be taken twice a day

Record in Kitchen Checks Record Book or Trail Section RB1.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<p>If you find that your freezer is not working properly, you should do the following things:</p> <ul style="list-style-type: none"> * Food that is still frozen (i.e. hard and icy) should be moved to an alternative freezer straight away. If there is no alternative freezer, defrost food using the 'Defrosting' safe method. * Food that has begun to defrost (i.e., starting to get soft and/or with liquid coming out of it) should be moved to a suitable place to continue defrosting using the 'Defrosting' safe method. * Fully defrosted food (i.e. soft but still cold) should be cooked, if appropriate (e.g. raw meat and poultry), until it is piping hot all the way through. After cooking, use the food immediately or chill or freeze it safely straight away. <p>If this is not possible, throw it away.</p> <ul style="list-style-type: none"> * Food that must be kept frozen (e.g., ice cream) cannot be re-frozen once it has started to defrost. You will have to use it immediately or throw it away. * Remember, some foods need extra care. See the 'Foods that need extra care' safe method in the Cooking section. 	<p>Get your freezer mended or buy a new one.</p> <p>Have freezers serviced regularly and check that they are working properly as part of your opening checks.</p> <p>Re-organise freezers so there is more space, and they are kept closed as much as possible.</p> <p>Train staff again on this safe method.</p> <p>Increase staff supervision.</p>

SAFE METHOD:

FREEZING FOOD & USE BY DATES

It is common practice for Managed Partners (MP) to freeze food to be later defrosted for use. The MP must take note of the impact upon the 'use by' dates.

WHAT TO DO	HOW?
<p>The law allows for MPs preparing food for direct consumption by the final consumer (e.g., in a restaurant or catering type scenario) to freeze food prior to the expiry of the 'use by' date. It can later defrost and prepare this food or use it as an ingredient for further processing for food which is intended to be served directly to the final consumer.</p>	<p>To do this safely the MP must freeze the food before the expiry of its 'use by' date, including up to midnight on the use by date, and must be able to demonstrate when the product was frozen to prove that this was carried out prior to the use by date expiring. If the MP cannot demonstrate when the product was frozen, the food will be considered unsafe in accordance with Article 14 of assimilated regulation EU178 and will have to be disposed of.</p> <p>When defrosting frozen food, it should additionally be labelled with the date defrosted and used before the use by date determined by your HACCP procedures or follow the manufacturers' instructions on the product label (whichever is soonest).</p> <p>To prove that the date of freezing is prior to the use by date you should keep the original label on the product and add another label that indicates the date frozen.</p> <p>Products should be labelled clearly with the frozen-on date, a frozen shelf life, and labelled with the date when defrosted. Instructions such as "Once defrosted use within 24 hours" or according to manufacturers' instructions or assured advice where appropriate.</p> <p>Whenever possible defrosting should be carried out in the refrigerator. Ready to eat foods must be protected from contamination during defrosting.</p> <p>Food frozen in house should be kept in a freezer for a maximum of eight months</p>
	<p>For bought in frozen food please observe the shelf life on the packaging or if not shown discard within 12 months of purchase.</p>

SAFE METHOD: COOKING SAFELY

It is essential to cook food properly to kill any harmful bacteria. If it is not cooked properly, it might not be safe for your guests to eat.

It is also very important to handle ready-to-eat food carefully to protect it from harmful bacteria. This is because it will not be cooked or reheated before serving.


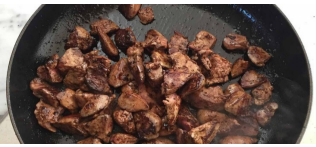


Do not forget that cooking does not remove allergens from food, so you need to handle food that contains allergens carefully.

Safe time/temperature combinations include:

- 80°C for at least 6 seconds
- 75°C (82°C in Scotland) for at least 30 seconds
- 70°C for at least 2 minutes
- 65°C for at least 10 minutes
- 60°C for at least 45 minutes

Thorough cooking kills harmful bacteria.

See Pocket Guide 5.1: Cooking Food Safely

SAFETY POINT	WHY?
Where appropriate, follow the manufacturers' cooking instructions for food products.	The manufacturer has tried and tested safe cooking methods specifically for its products.
Preheat equipment such as ovens and grills before cooking. Do not use bain-maries, hot cupboards and soup tureens for cooking or reheating. They are designed to hot hold foods only.	If you use equipment before it has preheated, food will take longer to cook. This means that recommended cooking times in recipes or manufacturers' instructions might not be long enough.
Do not let raw food touch or drip onto cooked food e.g. when adding food to the grill/barbecue. Never use the same utensils, plates or containers for raw and cooked or ready-to-eat food. There should be a system for loading the grill, with raw foods always going on to the grill in the same area, moving to a cooked section when turned. If you are using left over marinade as a sauce, make sure it is cooked until steaming hot	Raw food can carry harmful bacteria, which could spread onto cooked food and stop it being safe. This will make sure that the poultry is cooked thoroughly. Juices should be clear, with no pink or red in them. Marinades can carry bacteria from the raw meat or poultry, if not cooked thoroughly.
If you serve beef or lamb rare (whole cuts such as steaks and whole joints only), make sure all of the outside surfaces are fully cooked, e.g. by sealing in a pan.	 This will kill harmful bacteria on the outside of the meat. Pork and rolled joints should not be served rare.
Liver and offal must be cooked all the way through. When preparing dishes, such as liver pâté or parfait, the liver should be cooked until there is no pink meat left.	 Harmful bacteria can be found in the centre of liver as well as the outside.
Turn meat and poultry during cooking.	 This helps it cook more evenly and thoroughly.
Make sure liquid dishes, e.g. gravy, soups, sauces and stews, are simmering and stir them frequently.	 This is to make sure the food is hot enough to kill bacteria. Stirring will help make sure the food is the same temperature all the way through.

CHECK IT - USE THESE CHECKS TO TELL IF FOOD IS PROPERLY COOKED.



Check that whole birds are cooked thoroughly in the thickest part of the leg. The meat should not be pink or red.



The juices should be clear and not have any pink or red in them. It is a good idea to cook stuffing separately.



The largest piece of meat in stews, curries etc. should be steaming hot all the way through with no pink or red.



Check that whole cuts of pork and processed meat products, such as sausages and burgers, are steaming hot all the way through with no pink or red in the centre.



Check that combination dishes (e.g. contains meat and vegetables) are steaming hot in the centre. If you are cooking a large dish or batch, check in several places.



Check that liquid dishes bubble rapidly when you stir them.



To check a pork joint or rolled meat joint, insert a skewer into the centre until juices run out. The juices should not have any pink or red in them. Probe the meat to ensure it has reached core temperature.



To check fish is cooked through cut into the centre of fish, or by the bone if there is one, to check that the colour and texture has changed. Tuna steaks can be served 'rare' as long as they have been fully seared on the outside.



WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<p>Cook the food for longer.</p> <p>Speed up the cooking process, for example by dividing the food into smaller quantities, or using different equipment.</p>	<p>Review your cooking method. You might need to increase the time or temperature or use different equipment.</p> <ul style="list-style-type: none"> • Train Pub Team Members again on this safe method. • Improve supervision. • Repair or replace equipment.



PROVE IT & RECORD
<ul style="list-style-type: none"> • Record the temperature of at least 3 high risk items per day. • Record in Kitchen Checks Record Book or Trail Section RB3




SAFE METHOD:

FOODS THAT NEED EXTRA CARE

Some foods need to be treated with extra care to make sure they are safe to eat.



Remember that raw food is often the main source of bacteria in the kitchen. Follow the advice in the 'Cooking safely' safe method on how to cook these foods. You should also take extra care with the following foods;

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Eggs</p> <p>Cook eggs and foods containing eggs thoroughly until they are steaming hot.</p> <p>Use pasteurised egg (not ordinary eggs) in any food that will not be cooked, or only lightly cooked e.g. mayonnaise and mousse.</p> <p>Do not use eggs after the 'best before' date.</p> <p>Make sure you rotate stock and use the oldest eggs first. Do not carry an excessive stock of eggs.</p> <p>Only use Lion Brand raw shell eggs.</p> <p>Store eggs in a cool, dry place, avoid excess heat or large temperature changes. Store in a refrigerator if practical.</p> 	<p>Eggs can contain harmful bacteria. If you cook them thoroughly this kills any bacteria.</p> <p>Pasteurisation also kills bacteria, which is why pasteurised egg is the safest option.</p> <p>After this date, there is a greater chance of harmful bacteria growing in the eggs.</p> 	<p>List the dishes containing eggs that you prepare or cook.</p> <p>Do you cook eggs and food containing eggs thoroughly until they are steaming hot?</p> <p>Yes <input type="checkbox"/></p> <p>If not, what do you do?</p> <p>Where do you store your eggs?</p>
<p>Rice</p> <p>When you have cooked rice, make sure you keep it hot until serving or chill it down as quickly as possible and then keep it in the fridge.</p> <p>You can make rice chill down more quickly by dividing it into smaller portions, spreading it out on a clean tray, or running it under cold water (make sure the water is clean and drinking quality).</p>	<p>Rice can contain spores of a type of harmful bacteria that may not be killed by cooking or reheating.</p> <p>If cooked rice is left at room temperature, spores can multiply and produce toxins that cause food poisoning. Reheating will not get rid of these</p>	<p>How do you keep rice hot before serving?</p> <p>If you chill down rice, how do you do this?</p>
<p>Pulses</p> <p>Follow the instructions on the packaging on how to soak and cook dried pulses, such as beans.</p> 	<p>Pulses can contain natural toxins that could make people ill unless they are destroyed by the proper method of soaking and cooking.</p> <p>Tinned pulses will have been soaked and cooked already and are recommended.</p>	<p>Do you follow the manufacturers' instructions when cooking pulses?</p> <p>Yes <input type="checkbox"/></p> <p>If not, what do you do?</p>

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Shellfish</p> <p>Make sure you buy shellfish from a reputable supplier.</p> <p>Keep the packaging for 60 days, after opening.</p>	<p>If you do not use a reputable supplier, you cannot be confident that shellfish have been caught and handled safely.</p> <p>It is a legal requirement to keep labels for 60 days to trace suppliers, if needed.</p>	
<p>Crabs, crayfish, lobster and scallops should be prepared by someone with specialist knowledge.</p>	<p>Some parts of these shellfish cannot be eaten, and some are poisonous, so it is important to know how to remove these parts safely.</p>	<p>If you prepare crabs, crayfish, lobster and scallops, are these prepared by someone with specialist knowledge?</p> <p>Yes <input type="checkbox"/></p> <p>If not, what do you do?</p>
<p>Shellfish such as prawns and scallops will change in colour and texture when they are cooked.</p> <p>For example, prawns turn from blue-grey to pink and scallops become milky white and firm.</p> <p>Langoustines (also called scampi or Dublin Bay prawns) are pink when raw and the flesh becomes firm and pink-white when they are cooked.</p> <p>If you use ready-cooked (pink) prawns, serve them cold or reheat them until they are piping hot all the way through.</p>	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; align-items: center;">  <div style="margin-left: 10px; color: red; font-size: 2em;">✗</div> </div> <div style="margin-top: 20px; display: flex; align-items: center;">  <div style="margin-left: 10px; color: green; font-size: 2em;">✓</div> </div> </div>	<p>List the types of shellfish you serve or use as an ingredient.</p>
<p>Fish</p> <p>Make sure you buy fish from a reputable supplier</p> <p>If you buy fresh fish make sure you store it between 0°C and 4°C (for quality). If you buy frozen fish then keep it frozen until you are ready to use it.</p>	<p>Certain types of fish, such as mackerel, tuna, anchovies and herrings, can cause food poisoning if not kept at the correct temperature.</p>	
<p>Frozen Mussels</p> <p>Before cooking mussels and clams, throw away any with open or damaged shells.</p> <p>If the shell is damaged or open before cooking, the shellfish might not be safe to eat.</p> <p>To check that a mussel or clam is cooked, make sure the shell is open and that the mussel or clam has shrunk inside the shell. If the shell has not opened during cooking, throw it away.</p>		



LIVE MUSSELS

Due to their filter feeding habit mussels are at risk of picking up contaminants. To ensure the safe consumption of mussels, it is essential that measures are taken throughout the supply chain to ensure a safe product.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>All mussels must be bought from a centrally approved supplier, de-bearded and from Grade A waters.</p> <p>Mussels must always be kept chilled (below 4°C) but not frozen.</p>	<p>Paralytic shellfish poisoning can be contracted through the consumption of mussels. This is a particularly nasty food borne disease.</p>	<p>All mussels are purchased from Brakes (M&J Seafoods).</p> <p>Punch Food Safety monitors the safety specification of Live mussels supplied to our pubs.</p>
<p>Extra delivery, storage and handling checks must be made when handling live mussels.</p>	<p>Due to their filter feeding habit mussels are at risk of picking up contaminants.</p>	<p>Delivery/Storage</p> <p>When taking delivery and storing live mussels, extra care must be carried out. - See Punch Procedure for Live Mussels.</p> <p>The mussels must be used within the on-pack guidelines or within 48 hours of delivery, whichever is sooner.</p> <p>Store mussels in the bottom of the fridge, covered with a clean, damp cloth.</p> <p>Mussels daily check list must be carried out.</p>
<p>Mussels must be carefully prepared and cleaned before cooking.</p>		<p>Preparation</p> <p>Discard any mussels with broken shells.</p> <p>Do not use mussels that are gaping open, they are most likely dead. To check mussels are alive tap the shell. If live, the shell should start to close within 20 seconds.</p> <p>Rinse in cold water.</p> <p>See Punch Procedure for Live Mussels.</p>
<p>Mussels must be cooked thoroughly.</p>	<p>Mussels can contain harmful bacteria. If you cook them thoroughly this kills any bacteria present.</p>	<p>Cooking</p> <p>Follow the cooking instructions in the procedure for live mussels and the product specification. Any mussels that have not opened during cooking must be discarded.</p>
<p>To check that a mussel is cooked, make sure the shell is open and that the mussel has shrunk inside the shell. If the shell has not opened during cooking, throw it away.</p>		
<p>Mussels are an allergen (Molluscs) and must always be described as molluscs.</p>	<p>Molluscs are one of the 14 regulated allergens. Information must be made available on the guests request.</p>	<p>Mussels are listed as molluscs on the Punch allergen information. Whenever there is a specific allergen request regarding molluscs, ensure that the food is kept well away from the mussels.</p>

SAFE METHOD: REHEATING

It is very important to reheat food properly to kill harmful bacteria that may have grown since the food was cooked.

SAFETY POINT	WHY?
<p>Make sure you use equipment that reheats/cooks food effectively and follow the equipment manufacturers' instructions.</p>	<p>If equipment is not suitable for reheating, or is not used properly, the food might not get hot enough to kill bacteria.</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>
<p>Preheat equipment such as ovens and grills before reheating.</p>	<p>Food will take longer to reheat if you use equipment before it has preheated. This means that recommended reheating times in recipes or manufacturers' instructions might not be long enough.</p>
<p>If you are reheating food in a microwave, follow the product manufacturers' instructions, including advice on standing and stirring.</p> <p>If you use a microwave to reheat food that you have cooked yourself, it is a good idea to stir it at stages while reheating.</p>	<p>The manufacturer has tested its instructions to make sure that products will be properly reheated. Standing and stirring are part of the process of cooking/reheating in a microwave and help make sure the food is the same temperature all the way through.</p> <p>When food is microwaved, it can be very hot at the edges and still be cold in the centre - stirring helps to prevent this.</p>
<p>Serve reheated food immediately, unless it is going straight into hot holding.</p>	<p>If food is not served immediately, the temperature will drop and harmful bacteria could grow.</p>

THINK TWICE!

Remember, reheating means cooking again, not just warming up. Always reheat food until it is steaming hot all the way through (you should only do this once). Do not put food into hot holding without reheating it properly first.

PROVE IT & RECORD

Reheated food must achieve a core temperature of 75°C (82°C in Scotland) for 30 seconds
 Reheated food must be checked with a temperature probe.

Record in Kitchen Checks Record Book or Trail Section RB3

WHAT TO DO IF THINGS GO WRONG



If the equipment seems to be working, reheat the dish for longer and then test it again.
Speed up the reheating process by using smaller portions.

HOW TO STOP THIS HAPPENING AGAIN

Check your equipment is working correctly.
Review your reheating method - you may need to increase the time and/or temperature, use different equipment or change the size of portions.
Train Pub Team Members again on this safe method.
Improve supervision.

PUBS IN SCOTLAND

Scottish Law makes specific temperature requirements for reheating food.
If food has been cooked and cooled in your business it must be raised to a temperature of at least 82°C, unless this would adversely affect its quality.
This requirement does not apply to food prepared by third parties for example cook-frozen prepared foods.

SAFE METHOD: CHECKING YOUR MENU





It is important to show how you check that dishes on your menu are properly cooked.








HOW TO USE THIS SHEET

This sheet is for you to show how you check key cooked dishes. It focuses on types of dishes where proper cooking is essential to kill harmful bacteria. Before you start, make sure you have read the 'Cooking safely' and 'Foods that need extra care' safe methods.

Different checks are suitable for different types of dishes. For each type of key cooked dish on your menu, choose a check from the list below and write the type of dish next to the appropriate check.

You do not need to write down eggs and pulses, these are covered by the 'Foods that need extra care' safe method. Also, fruit and vegetables and ready-to-eat food are included in the 'Ready-to-eat food' safe method

CHECK		TYPES OF DISH
<p>If you serve beef or lamb rare (whole cuts such as steaks and whole joints only), make sure all of the outside surfaces are fully cooked.</p>		<p>e.g. steaks, leg of lamb</p>
<p>Check that whole birds are cooked through thoroughly in the thickest part of the leg. The meat should not be pink or red and the juices should be clear and not have any pink or red in them.</p> <p>Check the core temperature is 75°C for (82°C in Scotland) for 30 seconds with a sanitised probe.</p>		<p>e.g. roast chicken, turkey</p>
<p>Check that rolled meat joints, whole cuts of pork and processed meat products, such as sausages and burgers, are steaming hot all the way through with no pink or red in the centre.</p> <p>Check the core temperature is 75°C (82°C in Scotland) for 30 seconds with a sanitised probe.</p>		<p>e.g. sausages, pork chops, rolled joint</p>
<p>Check that livers and offal are cooked thoroughly. When preparing dishes such as liver pâté or parfait, the liver should be cooked through and should not be pink inside.</p> <p>Check the core temperature is 75°C (82°C in Scotland) for 30 seconds with a sanitised probe.</p>		<p>e.g. fried liver, pâté, parfait</p>

CHECK	TYPES OF DISH	
<p>Check that liquid dishes bubble rapidly when you stir them.</p> <p>Check the core temperature is 75°C (82°C in Scotland) for 30 seconds with a sanitised probe.</p>		<p>e.g. gravy, soup, sauces, stews</p>
<p>Cut into the centre of fish, or by the bone if there is one, to check that the colour and texture has changed, and the fish is cooked through.</p> <p>Check the core temperature is 75°C (82°C in Scotland) for 30 seconds with a sanitised probe.</p>		<p>e.g. salmon, cod</p>
<p>The largest piece of meat in stews, curries, stir-fries etc. should be steaming hot all the way through with no pink or red.</p> <p>Check the core temperature is 75°C (82°C in Scotland) for 30 seconds with a sanitised probe.</p>		<p>e.g. curries, casseroles</p>
<p>Check that combination dishes (e.g. contains meat and vegetables) are steaming hot in the centre.</p> <p>Check the core temperature is 75°C (82°C in Scotland) for 30 seconds with a sanitised probe.</p>		<p>e.g. lasagne, fish pie</p>
<p>Check that shellfish such as prawns have changed in colour and texture.</p> <p>Check the core temperature is 75°C (82°C in Scotland) for 30 seconds with a sanitised probe.</p>		<p>e.g. prawns in garlic butter</p>
<p>To check that a mussel or clam is cooked, make sure the shell is open and the mussel or clam has shrunk inside the shell.</p>		<p>e.g. moules marinière</p>
PROBES		SAFE METHOD
<p>You should also use a temperature probe to check that dishes are properly cooked or reheated.</p> <p>See the 'Prove it' safe method in the Management section.</p>		<p>It is a requirement of Punch Pubs & Co to use a sanitised temperature probe to check that food is cooked sufficiently, to a core temperature of 75°C (82°C in Scotland) for 30 seconds.</p>


PROVE IT & RECORD

- * Record the temperature of at least 3 high risk items per day.
- * **Record in Kitchen Checks Record Book or Trail Section RB3**

SAFE METHOD: HOT HOLDING

It is very important to keep food hot until serving to prevent harmful bacteria from growing.

See Pocket Guide 5.2: How to Hot Hold Food Correctly

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
If you need to keep food hot before serving, you should use suitable equipment.	It is difficult to hold food at a consistent, safe temperature without suitable equipment.  <p style="text-align: center;">Bain-marie Soup kettle</p>	Do you hot hold? Yes <input type="checkbox"/> No <input type="checkbox"/> What equipment do you use?
Preheat hot holding equipment before you put any food in it.	Putting food into cold equipment means it might not be kept hot enough to stop harmful bacteria growing.	
Food must be cooked thoroughly to 75°C (82°C in Scotland) for 30 seconds before hot holding begins.	Hot holding equipment is for hot holding only. It should not be used to cook or reheat food.	Do you do this? Yes <input type="checkbox"/> No <input type="checkbox"/>

THINK TWICE!

Hot food must be kept at 63°C or above, except for certain exceptions. Use a temperature probe and **Record in Kitchen Checks Record Book or Trail Section RB8.**

When you display hot food, e.g. on a buffet, you should use suitable hot holding equipment to keep it above 63°C.

If this is not possible, you can take food out of hot holding to display it for up to two hours, but you can only do this once.

Food that has not been used within two hours should either be reheated until it is steaming hot and put back in hot holding or chilled down as quickly as possible to 8°C or below. If it has been out for more than two hours throw it away.

Remember to keep the food at a safe temperature until it is used.

If you do take food out of hot holding to display it, remember not to mix new food with the food that is already on display. This could lead to the older food being left out for too long.

CHECK IT

Make sure food is steaming hot all the way through from the moment it is cooked to the moment it is served.



WHAT TO DO IF THINGS GO WRONG

If a dish is not hot enough at any point during hot holding:

- reheat it until it is steaming hot and put back into hot holding (you should only do this once)
- or chill down the food safely (see the 'Chilling down hot food' safe method in the Chilling section) and reheat it later before serving.

If you cannot do either of these things, throw the food away.

Remember that some foods need extra care. See the 'Foods that need extra care' safe method

HOW TO STOP THIS HAPPENING AGAIN

Check your equipment is working correctly.

Review your hot holding safe method. Try using a higher temperature setting or smaller quantities of food.

Train Pub Team Members again on this safe method.


Improve supervision.

PROVE IT & RECORD

- Probe food in the hot hold/hot display unit and record checks at the start of the session and at least every 2 hours.
- Investigate all complaints about food not being hot enough immediately.
- Any food below 63°C must be discarded if it has been out for 2 hours. If it has been out for less time than this, it may be chilled to less than 8°C and served cold straight from the fridge or reheated to 75°C (82°C in Scotland) for 30 seconds and served immediately. It must not be displayed again.
- **Record in Kitchen Checks Record Book or Trail Section RB8**

SAFE METHOD: READY-TO-EAT FOOD

It is important to handle ready-to-eat food safely to protect it from harmful bacteria and allergens.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>When preparing and handling food, you should:</p> <ul style="list-style-type: none"> • Keep ready-to-eat food completely separate from raw meat, poultry, fish, eggs and unwashed vegetables • Make sure work surfaces, chopping boards, knives etc. are clean (and disinfected if you have prepared raw food) • Use separate chopping boards and utensils for ready-to-eat food • Keep ready-to-eat food covered at all times during preparation and storage. 	<p>This protects food from harmful bacteria and allergens. This is especially important for ready-to-eat food because it will not be cooked or reheated before serving.</p> <p>It also helps keep allergens from spreading.</p>	<p>List the types of ready-to-eat food you use and how you handle them:</p>
<p>Follow the manufacturers' instructions on how to store and prepare the food, if these are available.</p>	<p>The manufacturers' instructions are designed to keep the food safe.</p>	<p>Are you confident that you do this for all ready-to-eat food where instructions are available?</p> <p>Yes <input type="checkbox"/></p>
<p>When preparing fruit, vegetables and salad ingredients:</p> <ul style="list-style-type: none"> • Peel, trim, or remove the outer parts, as appropriate • Wash them thoroughly by rubbing vigorously in a bowl of clean water • Wash the cleanest ones first • Wash your hands before and after handling fruit and vegetables. <p>If you have prepared vegetables that have dirt or soil on the outside, clean and then disinfect chopping boards and work surfaces before preparing other food.</p>	<p>The dirt on vegetables and salad ingredients can contain harmful bacteria. Peeling and washing helps to remove the dirt and bacteria.</p> 	<p>Do you do this? Yes <input type="checkbox"/></p> <p>If not, what do you do?</p>

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Make sure you keep ready-to-eat food cold enough. See 'Chilled storage and displaying chilled food' in the Chilling section.</p> <p>Do not use ready-to-eat food after the 'use by' date, if there is one.</p> <p>For food you have prepared, or removed from its original packaging, you should have a method of keeping track of when food should be used or thrown away.</p>	<p>If these types of food are not kept cold enough, harmful bacteria could grow.</p> <p>You should never use food that has passed its 'use by' date because it might not be safe to eat.</p>	<p>Do you do this?</p> <p>Yes <input type="checkbox"/></p> <p>If not, what do you do?</p>
<p>If you slice cooked meat:</p> <ul style="list-style-type: none"> • Make sure you follow the manufacturers' instructions when you clean the slicer • Avoid handling the meat as much as possible – it is a good idea to use clean tongs or slice meat straight onto a plate 	<p>Meat slicers need careful cleaning and disinfecting to prevent dirt building up and to stop harmful bacteria growing, in particular on the slicing blade.</p> <p>Hands can easily spread harmful bacteria onto food.</p>	<p>Are Pub Team Members trained how to clean the meat slicer properly, or supervised?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<p>If you think that a food delivery has not been handled safely, reject the delivery.</p> <p>If ready-to-eat vegetables, fruit or salad ingredients have not been washed properly, wash them following the advice on the first side of this Safe method and clean any work surfaces etc. they have touched.</p> <p>If ready-to-eat food has been prepared on a work surface or with a knife that has been used for raw meat, poultry, fish, eggs or unwashed fruit and vegetables, throw the food away.</p> <p>If ready-to-eat food has not been chilled safely, throw the food away.</p>	<p>If you do not think a supplier handles food safely, consider changing to a new supplier.</p> <p>Review the way you receive deliveries.</p> <p>Review the way you store and prepare ready-to-eat food.</p> <p>Train Pub Team Members again on this safe method.</p> <p>Improve supervision.</p>

THINK TWICE!
<p>You should not use the same equipment, such as vacuum packing machines, slicers and mincers, for both raw and ready-to eat food. These are complex pieces of machinery with lots of moving parts and it is very difficult to clean them sufficiently, so bacteria from raw food could easily be transferred to ready-to-eat food.</p> <p>To clean this equipment effectively, it needs to be taken apart. (Vacuum packing machines require a specialist to do this.) If you are unsure of what to do, check with your environmental health officer.</p> <p>If you are preparing both raw and ready-to-eat food, you should make sure where possible this is done in separate clean and disinfected areas. If this is not possible, surface and utensils used must be thoroughly cleaned and then disinfected between tasks.</p> <p>Make sure Pub Team Members wash their hands thoroughly between tasks, especially when working with raw and ready-to-eat food. This stops bacteria and allergens being spread onto foods, surfaces and equipment.</p>

SAFE METHOD: ACRYLAMIDE

It is important not to over-cook certain foods

WHAT IS ACRYLAMIDE?


Acrylamide is a chemical that is formed naturally when some foods are cooked at high temperatures (above 120°C) such as by frying, roasting, baking, grilling and toasting.

Legislation is in place to reduce acrylamide levels in food, as it has the potential to cause cancer in humans.

WHAT FOODS?

If you cook the following types of foods, you should put in place practical steps to reduce acrylamide.


Raw potato products such as chips, French fries, other cut (deep-fried) and sliced potato crisps made from fresh potatoes, including potatoes that are deep fried and finished in the oven.	Bread products such as loaves, bread rolls and baguettes, toast and toasted sandwiches.	Sweet bakery products such as cookies, biscuits, scones, gingerbread, wafers, crumpets.	Savoury bakery products such as crackers, crisp bread, bread sticks.
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SAFETY POINT	WHY?	TICK IF YOU DO THIS
Purchasing, receipt and storage		
 When buying raw potatoes ask your supplier for advice on the best variety to use for the type of cooking you are doing.	Certain potato varieties are lower in natural sugars and using these will help to keep acrylamide levels lower.	<input type="checkbox"/>
Store raw, unpeeled potatoes that are going to be fried, baked or roasted in a cool, dark place, above 6°C. Do not store in the fridge.	Potatoes stored in the fridge can form more sugars, which can mean higher levels of acrylamide when the food is cooked.	<input type="checkbox"/>
When buying cooked products from a supplier tell them you will not accept over-baked or burnt products.	Check deliveries and reject products that are over-baked or burnt as these will have higher levels of acrylamide.	<input type="checkbox"/>
Ask your cooking oil supplier for advice on the best oil to use for the type of cooking you are doing.	Cooking foods in the right oil for the type of cooking will help foods to fry quicker and keep acrylamide levels lower.	<input type="checkbox"/>

Preparation

Cut foods, such as potatoes, to similar sizes.	This will help all foods to cook more evenly.	<input type="checkbox"/>
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Where possible, when making homemade chips, or cut potatoes that are going to be deep-fried, follow one of the below steps:


Soak (for 30–180 mins) in cold water after cutting. Rinse with clean water and drain.	These steps will remove excess sugars and help to keep acrylamide levels lower.		<input type="checkbox"/>
Or - Soak for a few minutes in warm water. Rinse with clean water and drain.			<input type="checkbox"/>
Or - blanch potatoes before cooking.			<input type="checkbox"/>

Where possible, and when the preparation process allows, when making bread or dough products follow this step:

Extend the yeast fermentation time.	This will help to keep acrylamide levels lower in the finished product.	<input type="checkbox"/>
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Cooking

Cook foods to a golden yellow, or lighter colour

Where appropriate, follow the manufacturers' cooking instructions for food products.	The manufacturer has tried and tested cooking methods specifically for its products.	<input type="checkbox"/>	
Deep-fry potato products, such as chips and French fries to a golden yellow, or lighter colour. The oil temperature for cooking should ideally be below 175°C.	Cooking to a golden yellow, or lighter colour, and deep-frying at lower temperatures will keep acrylamide levels low.	<input type="checkbox"/>	
When deep-frying take care not to over-fill baskets. Fill the basket only half way.		This will help the foods to cook more evenly.	<input type="checkbox"/>
Keep cooking oil quality at its best by skimming often to remove crumbs and food particles left in the oil.	This will prevent crumbs and food particles left in the oil from burning and will keep the oil quality for longer.	<input type="checkbox"/>	
Filter, change oils and clean cooking equipment as often as needed or as recommended by suppliers.	Reusing old, dirty oil and cooking equipment will increase the levels of acrylamide in deep-fried foods.	<input type="checkbox"/>	
When baking bread and sweet or savoury bakery products cook to a golden yellow, or lighter colour. Use the lowest oven temperature possible for the food.	Baking foods to a golden yellow, or lighter colour, and at lower oven temperatures will reduce acrylamide levels.	<input type="checkbox"/>	
When cooking foods such as toast and toasted sandwiches do not over-toast or burn.	Cooking bread to a golden colour, or lighter, will help to keep acrylamide levels lower.	<input type="checkbox"/>	

THINK TWICE!

Over-cooking or burning certain foods means that these foods can be higher in acrylamide.

Colour charts

Some suppliers have produced colour charts to show what colour is the best for certain foods to keep acrylamide levels low. You can ask if your supplier has these available. You do not have to use colour charts, but they can be useful for training your Pub Team Members. Colour charts for fries can be found at: <http://goodfries.eu/en/>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none">• Dispose of foods that are over-cooked or burnt.	<p>Review your cooking method.</p> <p>You might need to lower the cooking temperature or use different equipment.</p> <p>Train Pub Team Members again on this safe method.</p> <p>Improve supervision.</p> <p>Repair or replace equipment that is broken or not working.</p>

SAFE METHOD:
FOOD CRIME

Consumers must have confidence that their food is safe and what it says it is. Food crime includes any serious fraud and related criminality in food supply chains. Managed Partners should be mindful of the risk of food crime.

Food crime is dishonesty in food production or supply, which can be complex and may result in serious harm to consumers, businesses, or the overall public interest.

WHAT TO DO	HOW?
<p>If there is a suspicion or concern that food crime is taking place in the supply chain, this should be reported to either The National Food Crime Unit (NFCU), covering England, Wales and Northern Ireland, or the Scottish Food Crime and Incidents Unit (SFCIU).</p>	<p>These units can be accessed through the following websites:</p> <p>Reporting food fraud in England, Wales, and Northern Ireland:</p> <p>https://www.food.gov.uk/about-us/national-food-crime-unit</p> <p>Reporting food fraud in Scotland:</p> <p>https://www.foodstandards.gov.scot/consumers/food-crime/food-crime</p> <p>Reports of this kind will benefit the industry in tackling food crime.</p>

The following web pages can help food businesses check the approval codes on food to see if they are from approved food establishments

<https://www.food.gov.uk/business-guidance/approved-food-establishments>

<https://www.foodstandards.gov.scot/business-and-industry/safety-and-regulation/approval-of-meat-plants>

Any suspicion or concern of food crime should be reported via the Incident Management System on Appian.

SAFE METHOD: BARBECUES

A Health & Safety Risk Assessment should be completed prior to operating a barbecue

SAFETY POINT	WHY?
Pre-prepare all foods in the kitchen. Cook chicken, burgers, sausages and other meats using conventional ovens and grills to a core temperature of 75°C (82°C in Scotland) for 30 seconds before barbecuing.	Barbecues cook at very high temperatures and it is easy to cook the outside whilst the centre remains undercooked.
Hold pre-cooked meats hot (at or above 63°C) OR cool quickly, (see section on chilling down food) refrigerate bring out in thermal 'chill' containers and reheat on the barbecue.	Harmful bacteria can grow in food that is left to cool down slowly.
Keep pre-cooked foods brought out to the barbecue to a minimum and discard after 2 hours.	Large quantities of food are more difficult to keep at a safe temperature than smaller quantities.
Reheat barbecued foods to a core temperature of 75°C (82°C in Scotland) for 30 seconds.	This will kill harmful bacteria that may be present in the food.
Hold prepared salads etc. in thermal 'chill' containers and display minimal amounts. Discard any cold high-risk food, e.g. prepared salads not sold within 4 hours.	Harmful bacteria can grow in these foods if left out of refrigeration for too long.

PROVE IT & RECORD

- Record the temperature of at least one of each high-risk item whilst barbecuing to satisfy yourself that the foods are reaching 75°C (82°C in Scotland) for 30 seconds and are safe.
- Record in Kitchen Checks Record Book or Trail Section RB3**

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
If any barbecued food has not reached temperature than continue to cook until a core temperature of 75°C is reached (82°C in Scotland) for 30 seconds.	<ul style="list-style-type: none"> Review your cooking time and temperature to ensure the correct core temperature is reached. If gas powered, check the barbecue has not run out of gas. Replace or repair equipment

MANAGEMENT

MANAGING YOUR BUSINESS EFFECTIVELY IS VITAL FOR FOOD SAFETY.

The section includes information on different management issues, including suppliers and contractors, stock control, training and supervising Pub Team Members.

The management section should be used alongside the Kitchen Check Record Book, which should be signed every day by the person responsible for running the business.



SAFE METHOD:

COOKING, REHEATING AND HOT HOLDING

A calibrated probe must be used to prove that your methods are safe.

SAFE METHOD	WHAT TO DO	HOW TO DO IT
Cooking and reheating	<p>The 'Cooking safely' and 'Reheating' safe methods in the Cooking section tell you how to check that food is thoroughly cooked/reheated. If you do a different check then you will need to prove that it is safe.</p> <p>You only need to do this once.</p> <p>The food is safe if it has reached a high enough temperature for a long enough time.</p> <p>Punch Pubs & Co requires the use of a sanitised temperature probe to ensure that food is sufficiently cooked. The core temperature must reach 75°C (82°C in Scotland) for at least 30 seconds</p>	<p>To check the temperature of a food, use a clean probe. Insert the probe so that the tip is in the centre of the food (or the thickest part).</p> <p>Examples of safe time/temperature combinations include:</p> <ul style="list-style-type: none"> • 80°C for at least 6 seconds • 75°C (82°C in Scotland) for at least 30 seconds • 70°C for at least 2 minutes • 65°C for at least 10 minutes • 60°C for at least 45 minutes
Hot holding	<p>The 'Hot holding' safe method in the Cooking section tells you how to hot hold safely.</p> <p>It is a legal requirement that hot food must be kept above 63°C.</p>	<p>To check that food in hot holding is above 63°C, use a sanitised probe. Insert the probe so the tip is in the centre of the food (or the thickest part).</p>
Chilling down hot food	<p>The 'Chilling down hot food' safe method in the Chilling section tells you how to chill down hot food safely and the 'Chilled storage and displaying chilled food' safe method tells you how to keep food cold.</p> <p>Sometimes there might be more than one way of chilling down hot food that is suitable for what you are doing. Then you might want to compare different options to find out which is most effective.</p> <p>Compare different chilling options by trying them out with the same food.</p>	<p>When you have just cooked the food, test its temperature with a clean probe. Start to chill it using one option and test the temperature again at regular intervals to see how quickly it is dropping.</p> <p>Repeat this with other options to see which is fastest.</p> <p>Once the food has reached room temperature, it should be placed in the fridge. The food should reach room temperature (25°C within 2 hours).</p> <p>See Safe Method: Chilling Down Hot Food page 45.</p>
Freezing (We do not recommend the freezing of chilled products)	<p>The freezing method in the Chilling section tells you how to freeze food safely.</p> <p>If you are freezing food, you need to make a note of the date (e.g., on a sticker) it was frozen including the day month and year.</p> <p>If you are freezing food with a use by date, to use later, this must be done before the 'use by' date has passed, you should clearly note the date you froze the food.</p> <p>It is important you can show how long the food has been frozen.</p>	<p>Have a system of labels and/or stickers for labelling food clearly so you know how long it has been in the freezer.</p> <p>Re-label food with the date of freezing (the day month and year).</p> <p>It is a good idea to make a note of this in your Kitchen Check Record Book or Trail so there is a record that can be checked.</p>

SAFE METHOD	WHAT TO DO	HOW TO DO IT
Chilled storage and displaying chilled food	The 'Chilled storage and displaying chilled food' safe method tells you how to keep food cold. It is a legal requirement in England, Wales and Northern Ireland, that certain chilled foods must be kept at 8°C or below.	To check food is at 8°C or below, use a disinfected probe. Insert the probe so the tip is in the centre of the food (or the thickest part).

SAFE METHOD	WHAT TO DO	HOW TO DO IT
PROBE TYPE	WHERE TO USE THE PROBE	HOW TO USE THE PROBE
Dial thermometer 	These are commonly used to test meat. Some are oven-safe and can be left in the meat while it cooks. Others are not oven-safe and are designed to be inserted when you have cooked the meat.	If the probe is not already in the meat, insert it and leave it for up to two minutes before taking a reading. Clean the probe thoroughly and disinfect it before you use it again. This helps to prevent cross-contact.
Digital thermometer 	These are generally easy to use and accurate. They can be used with lots of foods, but they are not suitable to go in the oven. You should avoid using the same probe for deliveries and fridges that you use to check hot food.	Insert the probe. Wait for the display to stabilise before taking a reading. Clean the probe thoroughly and disinfect it before you use it again. This helps to prevent cross-contact.

CHECKING YOUR PROBE

It is essential to know that your probe is working properly, so you can rely on its readings. So, you should check it monthly.

The manufacturers' instructions should include details of how often a probe needs to be checked and how to tell if it is accurate. In Punch Pubs & Co you should check the temperature probes monthly.

- A simple way to check a digital probe is to put it in iced water and boiling water:
- The readings in iced water should be between -1°C and 1°C.
- The readings in boiling water should be between 99°C and 101°C.

If the reading is outside this range, you should replace your probe or return it to the manufacturer to be calibrated.

Record in Kitchen Checks Record Book or Trail Section RB13

SAFE METHOD:

PROBE CARE AND USE

Temperature checks of cooked food are a critical control to ensure that food is fully cooked and safe to eat.

SAFETY POINT	WHY?
<ul style="list-style-type: none">• Use a clean probe, that has been sanitised with probe wipes, to take temperature readings.• Use the probe wipes to sanitise the body of the probe.	A probe must be sanitised before use to avoid contaminating food with harmful bacteria.
<ul style="list-style-type: none">• Check the temperature of the food at the end of the cooking cycle. Avoid probing food during the cooking process.• Insert the probe into the thickest part of the food to be tested (or between pack for packaged foods). Allow the probe 30 seconds to reach an accurate reading.	Probing food whilst it is still raw or undercooked may contaminate the probe with harmful bacteria. Checking the temperature at the thickest part of the food ensures that the core temperature or coolest part is measured.
<ul style="list-style-type: none">• Any probe being used to check the temperature of raw food (i.e. for deliveries) must be appropriately heat disinfected before being used for ready to eat foods, using the method described below.	Do not use the same probe for checking raw food on delivery and for checking the temperature of cooked food as there is a risk of harmful bacteria being transferred to the cooked food. If this does happen then use the heat disinfection method in the section below.
<ul style="list-style-type: none">• Ensure enough probe wipes and spare batteries are available. It is recommended to have at least one spare probe available.	Checking the core temperature of cooked food is a critical food safety control. A temperature probe and wipes must therefore always be available.

PROVE IT & RECORD

1. Using a calibrated probe record at least 3 cooking temperatures per day and all cooking temperatures of high-risk products made in house
2. Record in **Kitchen Checks Record Book or Trail Section RB3**.
3. All products must achieve a core temperature of 75°C (82°C for Scotland) for 30 seconds. Except for whole cuts of beef, venison or lamb which may be served rare. If meat is requested to be served rare record in **Kitchen Checks Record Book RB3 or Trail** with the details

LOOKING AFTER YOUR PROBE

It is very important to keep your probe clean, otherwise it could spread dirt and harmful bacteria to the food you are testing. After a probe has been inserted into food, clean and disinfect it between use.

You need to look after your probe to prevent it from getting damaged and help keep it working properly. Do not leave a digital probe inside your fridge or freezer, or on hot surfaces. When you are not using it, store it safely, away from extreme temperatures and liquids. Keep the probe in its case, if it has one. Avoid banging or dropping your probe. If the battery is low, replace it immediately.

HOW TO HEAT DISINFECT YOU PROBE

- Place the probe into boiling water for one minute.
- Dry using a sanitiser wipe.
- Allow to cool down before using.
- Do not attempt to heat disinfect temperature probes using naked flames.

SAFE METHOD:

MANAGING FOOD ALLERGEN INFORMATION

How you manage allergens is important for food safety.

The introduction of allergen rules in December 2014, means it is a legal requirement for food businesses to provide information about the allergenic ingredients used in the food and drink they serve. You need to be able to supply information for each item on your menu that contains, as an ingredient, any of the 14 main allergens. Following guidance published in 2025, this should be in writing and where practical underpinned with a conversation.

WHAT TO DO	WHY?
<p>Guest information</p> <p>Where menus are supplied by Punch Pubs & Co, allergen information is provided in writing using a QR code and an allergen guide.</p> <p>There should be clear signposting letting guests know where to obtain allergy information if they need it. It's a good idea to have a sign in your business to tell guests to ask for allergen information if they need it.</p> <p>Staff should know where allergen information can be found or be able to handle allergen information requests.</p> <p>Where practical you should explain to guests how to access the information, they are looking for from the QR code. You should also advise the guest that allergens are present in the kitchen, and that although we will take extra care when preparing their meal, we cannot entirely remove the risk of cross contact.</p> <p>If the allergen guide is provided by staff, it must be accurate, consistent and up to date.</p> <p>See example at https://www.food.gov.uk/safety-hygiene/food-allergy-and-intolerance.</p>	<p>Guests with allergies need to know this information so they can make safe food choices to avoid an allergic reaction.</p> <p>Guests should let you know if they need allergen information so you can help them make safe food choices.</p> <p>We want to ensure that the guest has the information they need to make a safe and informed choice about what to eat.</p>
<p>Product Substitution</p> <p>Please refer to the food substitution policy.</p>	<p>If you buy food locally which includes allergens that were not in the items used to prepare the allergen guide you could give the guest false information.</p>
<p>Labelling and storage</p> <p>Ingredient containers need to be labelled clearly so you know what food and allergens are in them. Careful storage will help you do this. Check pre-packed food labels so you know what allergens are in them.</p>	<p>If food is not labelled clearly, you could use ingredients that might be harmful to a guest who has an allergy to them.</p>

WHAT TO DO	WHY?
<p>Takeaway - phone / online orders & deliveries</p> <p>If taking phone orders or using a website to advertise and/or take orders, you must be able to let your guests know what allergens are in the food you serve before the order is placed AND at the point of delivery to the guest.</p> <p>You should also ask consumers whether allergen information is required before taking the order.</p> <p>You need to make sure your staff know how to take orders over the phone and/or online for food allergy guests.</p> <p>Check deliveries to make sure you have the correct order and labelling information is provided.</p>	<p>Guests need to know what allergens are in the food before they order and be able to easily identify which food is for the person with the allergy.</p> <p>If an allergic guest receives the wrong order or a different product, there may be different allergens in the food placing the guest at risk.</p> <p>If your staff do not know how to take orders over the phone/online for food allergy guests, this could result in the guest being served food which can be harmful to them.</p>

HOW DO YOU DO THIS?

You should refer to the company's Precautionary Allergen Labelling Risk Assessment which shows that we need to inform guests of the risk of cross contact in the kitchen. You must personalise the review to your business by completing this.

THINK TWICE!

All staff should know how to handle requests for allergen information. **Allergies can be life threatening.**

SAFE METHOD: FOOD ALLERGIES

It is important to know what to do if you serve a guest who has a food allergy, because these allergies can be life-threatening.

See **Pocket Guide 2.6: Food Allergies**

SAFETY POINT	WHY?
<p>Allergen Information</p> <p>It is a legal requirement to provide information in writing on 14 defined allergens shown below. In Punch Pubs & Co pubs this is provided by means of a QR Code and an allergen guide.</p> <p>It is also a requirement to display a sign in a clearly visible position explaining how your guests can obtain this information. See example at: https://www.food.gov.uk/safety-hygiene/food-allergy-and-intolerance</p> <p>Both the QR code and the sign must be prominently displayed and clear.</p> <p>It is good practice to explain to guests how to access the information they are looking for from the QR code.</p> <p>You should also advise the guest that allergens are present in the kitchen, and that although we will take extra care when preparing their meals, we cannot entirely remove the risk of cross contact.</p>	<p>Many people with allergies have great difficulty when eating out in finding the information they need to eat safely.</p> <p>We want to ensure that the guest has the information they need to make a safe and informed choice about what to eat.</p>
<p>If any of the ingredients, you are using to prepare a dish 'may contain' certain food allergens this will be shown on the allergen guide (QR code). Guests may wish to avoid food that may contain a food allergen.</p>	<p>If someone has a severe allergy, they can react to even a tiny amount of the food they are sensitive to and they may wish to avoid foods that 'may contain' a food allergen.</p>
<p>It is Punch Pubs & Co's policy not to allow guests to request dishes are amended to omit or substitute their allergens (where possible)</p>	<p>Punch Pubs & Co believes that this will introduce potential for errors and significantly increase risk. We are aware of incidents and near misses that have occurred in ours and similar businesses. The safety of our guests is our top priority.</p>

SAFETY POINT	WHY?
<p>Everybody working in your business who is guest facing or who handles food must be trained in allergy awareness and what to do when a guest says they have an allergy.</p> <p>Depending on the size of your business, you may wish to decide which staff member is best placed to deal with allergen requests.</p>	<p>When a guest informs anyone in your business that they have an allergy that person must know what to do.</p>
<p>If you make a mistake when preparing a dish for a guest with a food allergy, do not just remove the ingredient containing the allergen from the dish and still serve the food – start from scratch with fresh ingredients.</p>	<p>This is to prevent small amounts of the food that a person is allergic to getting into the dish accidentally.</p>
<p>Make sure you do not contaminate foods for an allergic guest while you are preparing food for them. When you have been asked to prepare a dish that does not contain a certain food, make sure work surfaces and equipment have been thoroughly cleaned first. Make sure staff wash their hands thoroughly before preparing the dish.</p>	<p>This is to prevent small amounts of the food that a person is allergic to getting into the dish accidentally.</p>
<p>Service & Takeaway Food Orders Cross contact of a food allergy guest's orders can take place during transport from your business to the guest's home and during service. You should take steps to prevent contamination such as keeping the food for the guest with an allergy separate, labelled and well covered. During service, the server should verbally confirm which meal has been prepared for the person with the allergy.</p>	<p>Allergens can be transferred to a food by cross contact with other foods or ingredients.</p> <p>It is important to ensure that the right meal is served to the right person.</p>
<p>Substitute Products Please refer to substitution policy.</p>	<p>If someone has a severe allergy, they can react to even a tiny amount of the food they are sensitive to.</p>
<p>Homemade Cakes If homemade cakes are brought into the business e.g. birthday, you will need to make it clear that you cannot provide allergen information about these products.</p> <p>Where homemade cakes are donated to charity events (coffee mornings etc) display a notice saying, 'As these cakes have been donated for this charity event, we at the (name of the business) are unable to provide allergen information for them</p>	

14 FOOD ALLERGENS



HOW DO YOU DO THIS?

What should a team member do if a guest says they have an allergy?

How do you prepare food for someone with a food allergy?

THINK TWICE!

Which ingredients can cause a problem?

You must provide information about allergens to your guests if they are used as ingredients in the food and drink that you provide.

These are some of the foods people may be allergic to and where they may be found:

Nuts	(Namely almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew, Macadamia or Queensland nut). In sauces, desserts, crackers, bread, ice cream, marzipan, ground almonds, nut oils.
Peanuts	In sauces, cakes, desserts. Don't forget groundnut oil and peanut flour.
Eggs	In cakes, mousses, sauces, pasta, quiche, some meat products. Don't forget foods containing mayonnaise or brushed with egg.
Milk	In yoghurt, cream, cheese, butter, milk powders. Also check for foods glazed with milk.
Fish	In some salad dressings, pizzas, relishes, fish sauce. You might also find fish in some soy and Worcestershire sauces.
Crustaceans	Such as prawns, lobster, scampi, crab, shrimp paste.
Molluscs	These include mussels, whelks, squid, land snails, oyster sauce.
Cereals containing gluten (namely wheat (such as spelt and Khorasan wheat), barley, rye and oats)	Also check foods containing flour, such as bread, pasta, cakes, pastry, meat products, sauces, soups, batter, stock cubes, breadcrumbs, foods dusted with flour.
Celery	This includes celery stalks, leaves and seeds and celeriac. Also look out for celery in salads, soups, celery salt, some meat products.

Lupin	Lupin seeds and flour in some types of bread and pastries.
Mustard	Including liquid mustard, mustard powder and mustard seeds, in salad dressings, marinades, soups, sauces, curries, meat products.
Sesame seeds	In bread, bread sticks, tahini, hummus, sesame oil.
Soya	As tofu or bean curd, soya flour and textured soya protein, in some ice cream, sauces, desserts, meat products, vegetarian products.
Sulphur dioxide (when added and above 10mg/kg in the finished food and drink)	In meat products, fruit juice drinks, dried fruit and vegetables, wine, beer.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<p>If you think a guest is having a severe allergic reaction:</p> <ul style="list-style-type: none"> • do not move them • ring 999 and ask for an ambulance with a paramedic straight away • explain that your guest could have anaphylaxis (pronounced 'anna-fill-axis') • send someone outside to wait for the ambulance • if the guest has an adrenalin or Epi pen, help them to get it. • Speak to your Operations Manager immediately and log the incident on Appian 	<ul style="list-style-type: none"> • Make sure all your staff understand how important it is to follow the correct procedure when a guest says they have an allergy. • Review the way that staff prepare a dish for someone with a food allergy - are they cleaning effectively first and using clean equipment? • Train staff again on this safe method. • Improve supervision

SAFE METHOD:

TRAINING AND SUPERVISION

It is essential to train and supervise your Pub Team Members effectively to make sure they handle food safely.

You should train your Pub Team Members in all the safe methods that are relevant to the job they do. You should also supervise them to check they are following the safe methods properly.

WHAT TO DO	HOW?
Once you have worked through them, use the safe methods in this pack to train Pub Team Members. You need to be sure that each knows the safe methods for all the tasks they do.	Show the Pub Team Members what to do, question them carefully on their knowledge and then ask them to show you.
Make sure you know what training each Pub Team Member has received.	Keep a training record every time you train a Pub Team Member.
Watch the Pub Team Members when they are carrying out a task as part of their work. When a Pub Team Member has completed a task, ask them about how they followed the safe method, to help you find out if they did it correctly.	Make comments and observations to help the Pub Team Member improve the way they work. Reward good performance by giving positive feedback when the Pub Team Member has followed the safe method successfully. If the safe method is not being followed by the Pub Team Member, tell them how they are going wrong and why it is important to follow the safe method.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
If Pub Team Members are not following a safe method properly, train them again and make sure they understand why it is important to follow the method.	Use the Kitchen Check Record Book or Trail to identify any problems with how Pub Team members are following safe methods and plan your training to address these.

MANAGE IT

When you sign the Kitchen Checks Record Book or Trail you are confirming that you have supervised all the Pub Team Members involved in making food that day. This means making sure that your Pub Team Members follow your safe methods and that any problems are being solved and recorded in the kitchen book.

If you are away from the business, you can give responsibility for the Kitchen Checks Record Book or Trail to a Pub Team Member. Sometimes there may be more than one person responsible during the day, e.g. when there is more than one shift, and in these cases the kitchen book may need more than one signature.

Make a note in the Kitchen Checks Record Book or Trail of those Pub Team Members who have been given this responsibility and train them in all the relevant safe methods, including any in the Management section. Pub Team Members must understand how the Kitchen Checks Record Book or Trail works. If something different happens, or something goes wrong, they will need to act and make a note of what they have done in the Kitchen Checks Record Book or Trail.

You should still complete the weekly and monthly review yourself

SAFE METHOD:

GUESTS

Guests feedback is a good indication of how well you are managing your business.

Keeping your guests happy and protecting their health with good food hygiene is essential to the success of your business. So it is very important to pay attention to any complaints.

WHAT TO DO	HOW?
Listen to complaints.	Listen to any complaints carefully and write down the details. These could point out a problem in your business.
Find the source of the problem.	Work out how the problem arose. This is especially important if it is a problem affecting food safety. If a guest complains of being made ill by your food you should investigate carefully. If appropriate, you should inform your environmental health department.
Solve the problem.	Review the relevant safe methods. You may need to change how you do things.
Train Pub Team Members on how to deal with guests.	It is important that Pub Team Members know how to respond to guest feedback and what action to take.

Report any complaints via the Incident Management System on Appian with all information

Any complaints involving a food poisoning allegation or foreign body complaint (insect, hair, fibre, glass, plastic, piece of metal etc.) must be reported on the incident report on the Incident Management System on Appian or to your Operations Manager. For any serious incidents involving, food poisoning allegation, foreign body or allergic reaction your Operations Manager must be informed.

SAFE METHOD: STOCK CONTROL

Effective stock control is an important part of managing food safety.

WHAT TO DO	WHY?	HOW DO YOU DO THIS?
Go through your menu and estimate how much of each ingredient you will need.	Working through the menu allows you to plan for your specific needs.	Review your menu regularly and how it affects your needs for stock. Discuss your needs with your OM.
Plan ahead to make sure you have the right amount of stock and order carefully.	Not having too much stock is best for food safety – and your profits.	Plan the stock you need for each shift. Make sure Pub Team Members know the stock requirements for each shift. Do a stock check before placing an order.
Check all stock when it is delivered to make sure that: <ul style="list-style-type: none"> • It is within its 'use by' date • It has been kept cold enough • It has not gone off • The stock is clean and not damaged, e.g. throw away any punctured vacuum packs, swollen packs or badly dented cans and check that tops are secure on bottles and jars and seals are unbroken. 	These checks are all to make sure that food is safe for you to use. Damaged packaging could mean that food will not be safe to use. Swollen or 'blown' packs can be a sign that bacteria have grown in food or drinks. If bottles or jars have been opened, or if seals have been broken, the food or drink might not be safe to use.	Train your Pub Team Members in what to look for when checking deliveries. Carry out spot checks on the deliveries yourself. Record any issues or problems with deliveries. If you move food from its original packaging to another container, make sure you make a note of the name of the food, the ingredients and the 'use by' or 'best before' date.
Carry out regular stock checks and throw away any food that has passed its 'use by' date. If you freeze food, have a system in place to make sure it is clearly labelled with the date it is frozen.	It is against the law to serve food after its 'use by' date because it might not be safe to eat and could make your guests ill. If labelling is not clear on frozen food, new stock might be used before old stock.	Follow the 'first in, first out' system of stock rotation, so that older stock is used first. This helps to avoid waste. Train your Pub Team Members in stock control and make sure they know in what order to use foods. Check regularly that stock control is being carried out effectively and food past its 'use by' date is thrown away. Record any discarded food in your waste book Record stock checks.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<p>If you find that you have more food in stock than you need and you do not think you will use it all before the 'use by' date, you could freeze some of it to be used in the future. Follow the manufacturers' instructions on freezing and label the food as appropriate. See 'Freezing safe method'.</p> <p>If you find that food that has passed its 'use by' date has not been thrown away, throw it away immediately.</p> <p>If you do not think that a food delivery has been handled safely, reject the delivery if possible. Do not use the food and contact your supplier immediately.</p>	<p>Review your ordering process.</p> <p>Review your stock rotation system.</p> <p>Train Pub Team Members again on this safe method.</p> <p>Improve supervision.</p>

SAFE METHOD:

PRODUCT WITHDRAWAL AND RECALL

Responding quickly to any problems with food products you use or sell is an important part of managing food safety in your business.

Sometimes there will be a problem with a food product that means you will need to 'withdraw' it (when you should stop using/selling it) and/or 'recall' it (when you are asked to return/destroy a product). You may find out about a problem with a product from:

- a manufacturer of the product
- a supplier or wholesaler (Punch Pubs & Co)
- a notice in newspapers
- your local authority
- a trade association
- the Food Standards Agency

If you hear about a problem with a product, you should stop using/selling it straight away. You might also need to tell your guests. There are a number of reasons that a product might be withdrawn or recalled. For example, it could have been found to:

- contain harmful bacteria
- be physically contaminated, e.g. with pieces of glass or metal
- be wrongly labelled, which could be a problem for people with food allergies

You or your Pub Team Members may also notice a problem with a food product that means it may not be safe to eat. If this happens, you should stop using/selling it straight away, log using the incident Management System on Appian and your Operations Manager.

WHAT TO DO	HOW?
Brakes Customer Services or Punch Pubs & Co Support Team will contact you regarding product recall / withdrawal	
Make sure you know the details of the problem.	If a manufacturer or supplier has issued a product withdrawal or recall, make sure you know which product and which batches are affected.
As soon as you find out about a problem with a product, stop using/selling it.	Remove the affected product from anywhere you use, store or sell it and label it clearly to show it should not be used/sold. Remember to check if you have used the product as an ingredient in any food you have prepared and stored, e.g. in the freezer.
Make sure your Pub Team Members know about the problem.	This is so your Pub Team Members know what to do and do not use/sell the product.
Tell your guests if you need to.	If the problem is with a product that your guests might not eat or drink straight away, you may need to let them know that the product is being recalled and why. If the manufacturer or supplier asks you to put up a recall notice, you should do this.
Inform your Operations Manager about the recall/ withdrawal.	

THINK TWICE!

It is a legal requirement to keep a record of what food products you have bought, who you bought them from, the quantity and the date. Usually the easiest way to do this is to keep all your invoices and receipts. You should keep this information in a way that makes it easy for you or an enforcement officer to check back to see where a product came from.

SAFE METHOD:

SURPLUS FOOD / DONATING LEFTOVER FOOD TO CHARITY

Recycling wholesome food that cannot be commercially used to those in need is good for the environment as well as your local community. Correct food handling is required to protect the ultimate consumers, who may be vulnerable.

There are no specific legal requirements for food donations. The policies and procedures elsewhere in this policy apply equally to food that your business can donate. If you already sell the food you intend to donate to takeaway guests, the same preparation methods you use would ensure safety of donations for immediate consumption.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>If you are donating food and handling it in a way you would not normally, then you must ensure you are using a safe method. You may need to consider:</p> <ul style="list-style-type: none"> • Cooling procedures for food that has been held hot • Timing of donations to avoid them having to be discarded due to expired life • The packaging you are using to donate the food. • Labeling of the food. 	<p>You have a duty to ensure that the food you provide is safe</p>	<p>If you are handling food differently to how you would normally you must use the appropriate section of this policy (e.g., chilling, food allergies) to ensure your method is safe.</p>
<p>Follow the manufacturers' instructions on how to store and prepare the food if these are available.</p>	<p>The manufacturers' instructions are designed to keep the food safe.</p>	<p>Are you confident that you do this for all donated food where instructions are available?</p> <p>Yes <input type="checkbox"/></p>

SAFE METHOD:

SAFE METHOD COMPLETION RECORD

To complete the pack, you need to work through each section and complete all the safe methods that are relevant to your business.

It does not matter in what order you work through the safe methods. As you complete each one, fill in this record. When you have completed all the safe methods that are relevant to your business, this sheet will show that you have worked through the pack

SAFE METHOD	DATE	SIGNATURE	TICK HERE IF SAFE METHOD NOT RELEVANT
FOOD CONTROL POLICY			
General Policies			<input type="checkbox"/>
Cross-contact			<input type="checkbox"/>
Personal hygiene & fitness to work			<input type="checkbox"/>
Cloths			<input type="checkbox"/>
Separating foods			<input type="checkbox"/>
Food allergies			<input type="checkbox"/>
Physical and chemical contamination			<input type="checkbox"/>
Pest control			<input type="checkbox"/>
Maintenance			<input type="checkbox"/>
Cleaning			<input type="checkbox"/>
Hand washing			<input type="checkbox"/>
Cleaning effectively			<input type="checkbox"/>
Clear and clean as you go			<input type="checkbox"/>
Your cleaning schedule			<input type="checkbox"/>
Chilling			<input type="checkbox"/>
Chilled storage and displaying chilled food			<input type="checkbox"/>
Chilling down hot food			<input type="checkbox"/>
Defrosting			<input type="checkbox"/>
Freezing food and use by dates			<input type="checkbox"/>
Frozen Foods			<input type="checkbox"/>
Cooking			<input type="checkbox"/>
Cooking safely			<input type="checkbox"/>

SAFE METHOD	DATE	SIGNATURE	TICK HERE IF SAFE METHOD NOT RELEVANT
Foods that need extra care			<input type="checkbox"/>
Reheating			<input type="checkbox"/>
Checking your menu			<input type="checkbox"/>
Hot holding			<input type="checkbox"/>
Ready-to-eat food			<input type="checkbox"/>
Acrylamide			<input type="checkbox"/>
Food Crime			<input type="checkbox"/>
Homemade cakes			<input type="checkbox"/>
Barbecues			<input type="checkbox"/>
Management			<input type="checkbox"/>
Cooking reheating and hot holding			<input type="checkbox"/>
Probe care & use			<input type="checkbox"/>
Managing food allergen information			<input type="checkbox"/>
Food allergies			<input type="checkbox"/>
Training and supervision			<input type="checkbox"/>
Guests			<input type="checkbox"/>
Suppliers and contractors			<input type="checkbox"/>
Stock control			<input type="checkbox"/>
Product withdrawal and recall			<input type="checkbox"/>
Surplus food / donating food to charity			<input type="checkbox"/>

SUPPLIERS' LIST

BUSINESS NAME	DELIVERY DAY(S): M T W T F S S	
	Lead time for placing an order e.g. Monday for Wednesday	
Contact name:	Goods supplied:	
Telephone:		
Address:		

BUSINESS NAME	DELIVERY DAY(S): M T W T F S S	
	Lead time for placing an order e.g. Monday for Wednesday	
Contact name:	Goods supplied:	
Telephone:		
Address:		

BUSINESS NAME	DELIVERY DAY(S): M T W T F S S	
	Lead time for placing an order e.g. Monday for Wednesday	
Contact name:	Goods supplied:	
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Address:		

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Telephone:		
Address:		

BUSINESS NAME	DELIVERY DAY(S): M T W T F S S	
	Lead time for placing an order e.g. Monday for Wednesday	
Contact name:	Goods supplied:	
Telephone:		
Address:		

CONTACTS LIST

You can use this sheet to write down the contact details of different services or people who you might need to contact from day to day, or in an emergency. For example:

- Environmental health department
- Electrician
- Plumber
- Pest control contractor
- Refuse collector/recycling service

ENVIRONMENTAL HEALTH DEPARTMENT	USEFUL FOR ADVICE ON:
Contact name:	Food hygiene
Telephone:	Pest control
Address:	Drainage
	Noise and odour control
	Product withdrawal and recall

	USEFUL FOR ADVICE ON:
Contact name:	
Telephone:	
Address:	

	USEFUL FOR ADVICE ON:
Contact name:	
Telephone:	
Address:	

	USEFUL FOR ADVICE ON:
Contact name:	
Telephone:	
Address:	

	USEFUL FOR ADVICE ON:
Contact name:	
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	USEFUL FOR ADVICE ON:
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Address:	

	USEFUL FOR ADVICE ON:
Contact name:	
Telephone:	
Address:	

	USEFUL FOR ADVICE ON:
Contact name:	
Telephone:	
Address:	

	USEFUL FOR ADVICE ON:
Contact name:	
Telephone:	
Address:	

DATE LABEL PROCEDURE

Always follow the manufacturers' shelf life instructions and 'use by' date. High risk fish should be used within 24 hours - for prawns check manufacturers' instructions.

Day removed from the freezer, or prepared	PRODUCED FRESH OR DEFROSTED Use by the end of
SUNDAY	
MONDAY	
TUESDAY	
WEDNESDAY	
THURSDAY	
FRIDAY	
SATURDAY	

WHAT TO DO IF



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Food Hygiene and Safety Manual - Version 4 - January 2026

WHAT TO DO IF THE ENFORCEMENT OFFICER TAKES ACTION

If the enforcement officer:

LEAVES A HANDWRITTEN REPORT / SENDS YOU A LETTER

- Action any items that they state are legal requirements as soon as possible and certainly within the timeframe given.
- Consider whether any recommendations are practical for the operation - action them if they are.
- Send a copy of the report or letter to Punch Pubs & Co Head Office, and log on Appian.

ASKS YOU TO DISPLAY A 'FOOD HYGIENE RATING' CERTIFICATE OR STICKER

- The Food Hygiene Rating Scheme is operated by all UK local authorities. Following an inspection, enforcement officers will score the operation. They will issue a certificate detailing the score and/or window sticker and publish this information on a website. It is not compulsory to display the certificate/window sticker in England or Scotland, but it is compulsory to display it in Wales or Northern Ireland.

VISITS BECAUSE OF A COMPLAINT

- Follow the procedures outlined in WHAT TO DO IF A FOOD ENFORCEMENT OFFICER VISITS.
- If you wish to follow up the matter with the guest, ask whether they will release the complainant's details at the end of their investigation so that you can write to apologise if necessary.
- Ensure that you follow up any requirements and, if appropriate, recommendations made by the enforcement officer.
- Log on Incident Reporting in Appian.

SERVES A HYGIENE IMPROVEMENT NOTICE (FORMAL NOTICE REQUIRING WORKS)

- Follow the procedures outlined in WHAT TO DO IF A FOOD ENFORCEMENT OFFICER VISITS.
- Check that you understand what exactly needs to be done and by when.
- If you can complete any works prior to the expiry date, invite the officer in so that if they are not satisfied, you still have time to put it right.
- Inform your Operations Manager and log on Appian.

- If you do not feel you will be able to complete the works on time, contact the officer to ask for an extension and ask them to put it in writing. This must be done before the expiry date.
- If you do not agree that the notice should be served, you can check the “Rights of Appeal” on the back and seek legal advice. You should keep your Operations Manager informed of such actions.

TAKES A FOOD SAMPLE (TO HAVE IT EXAMINED OR ANALYSED)

- Follow the procedures outlined in WHAT TO DO IF A FOOD ENFORCEMENT OFFICER VISITS.
- Ask the officer why they are taking the sample – is it a routine survey or do they have concerns.
- Ask the officer when you can expect to find out the outcome of the tests.
- Log on Incident Reporting in Appian.

SEIZES FOOD (TO HAVE IT CONDEMNED BY A MAGISTRATE)

- Follow the procedures outlined in WHAT TO DO IF A FOOD ENFORCEMENT OFFICER VISITS.
- Check that you understand why they have seized the food and what they intend to do with it.
- You must inform your Operations Manager that this has happened.
- Log on Incident Reporting in Appian.

SERVES/INTENDS TO SERVE A HYGIENE EMERGENCY PROHIBITION NOTICE (CLOSURE)

- Follow the procedures outlined in WHAT TO DO IF A FOOD ENFORCEMENT OFFICER VISITS.
- Check that you understand what exactly you need to do before you can re-open.
- You must inform your Operations Manager that this has happened. Ideally you should do this whilst the officer is on site.
- Contact the officer as soon as the work is complete so that they can re-visit, log on Incident Reporting in Appian.
- If you don't agree that there was an imminent risk to health, contact your Operations Manager for advice.

CAUTIONS YOU OR A TEAM MEMBER

- A caution is when an enforcement officer says to you “You do not have to say anything, but it may harm your defence, if you do not mention when questioned something you later rely on in court.”
- Answer that you will be happy to answer any questions at a later date but would like to seek legal advice first.
- You must inform your Operations Manager immediately that this has happened and seek legal advice, and log on Incident Reporting in Appian.

INVITES YOU OR A TEAM MEMBER TO A FORMAL INTERVIEW

- This is an interview under caution and your answers could be used in evidence in court.
- Agree a suitable time to accept the invitation.
- You **MUST** contact your Operations Manager immediately to inform them of the details and seek legal advice, and log on Incident Reporting in Appian.
- It is a good idea to take your solicitor with you to the interview

ASKS YOU TO DO SOMETHING NOT ON THIS LIST

- Follow the procedures outlined in WHAT TO DO IF A FOOD ENFORCEMENT OFFICER VISITS.
- Immediately contact your Operations Manager, and log on Incident Reporting in Appian

WHAT TO DO IF A PUNCH PUBS & CO APPOINTED AUDITOR VISITS

- Punch Pubs & Co's pubs are audited regularly by external food safety consultants. They will carry out in-depth inspections to check that legal and company standards are met. These audits are unannounced.
- Introduce yourself and check their identification card.
- Offer them a soft drink or tea/coffee. Ask where/what they want to see and if there is any paperwork or documents you will need to show them.
- Accompany the auditor during the visit. Take a pen and paper as you might want to make notes about things pointed out to you.
- Answer the questions they have, truthfully. Use the audit as an opportunity to ask questions and to raise any concerns. Remember these consultants are employed by Punch Pubs & Co to help you.
- Show them any paperwork or documents they wish to see.
- At the end of the audit ask them to summarise their findings.
- Ensure that all the points are actioned within the timescales agreed.
- The auditor will contact your Operations Manager by telephone if there are any major non compliances i.e. critical failures that could give rise to a health risk.

WHAT TO DO IF A TEAM MEMBER OR A GUEST VOMITS (OR SIMILAR) IN THE KITCHEN OR FRONT OF HOUSE AREA

Please note: This procedure also applies to any major spillage of blood, faeces or urine.

The immediate and effective cleaning and disinfection of areas where a Pub Team Member or guest has vomited is critical in preventing a viral gastro-enteritis outbreak. Viruses are easily spread in the air, on food and between people. Remember it takes less than 10 norovirus particles to cause illness.

Potentially all surfaces and foods in the room could be contaminated. Although raw foods may be cooked at a later stage prior to service, they can still cause a risk because of cross-contact. The low infective dose means that extreme measures may need to be taken to eradicate the problem.

- If appropriate, remove the ill person to a more suitable area e.g. team member facilities or guest toilets. Call a First Aider or team member to take care of the person.
- Isolate the area immediately. If the incident occurs in the bar area or the kitchen, this may require the closure of the operation. Re-seat guests if necessary.
- Team members who are ill are to be sent home.
- Any debris of vomit or diarrhoea should be immediately covered with an absorbent gelling powder (designed for spillage of bodily fluids) or if this is not available, disposable paper towels/cloths.
- Any Pub Team Members who may have been contaminated should remove their protective clothing, bag it up and label it as 'hazardous'. They should wash their hands and arms thoroughly.
- Use non-catering personnel to clean up the spillage and remove any contaminated food and crockery. Catering Pub Team Members must not clean up or touch any contaminated items.
- The person carrying out the cleaning must wear Personal Protective Equipment (PPE) i.e. gloves, apron and mask.
- Dispose of any protective clothing and cloths that have been used for cleaning by placing into a plastic sack and put outside. Do not put in the kitchen bin.
- Ensure the cleaning agent being used is effective against viruses and that the correct contact time is applied.
- Remove and discard any unopened food that may have been contaminated. Any bottled or canned foods must be dipped in a sanitising solution.
- Crockery, equipment and cutlery must be sanitised away from the kitchen by non-catering Pub Team Members and may be returned after sanitising to be put through the dishwasher.
- Open external doors and windows to improve air circulation.
- Keep the area 'out of use' until it has been disinfected at least twice using a suitable sodium hydroxide/bleach-based disinfectant on cleansable surfaces. Other liquid disinfectants and/or steam cleaning should be considered on soft furnishings and in some cases destroying the furniture may be the best way to eliminate organisms such as norovirus.
- Ensure Pub Team Members are adequately trained in these procedures.

WHAT TO DO IF A FOOD STORAGE EQUIPMENT IS NOT MAINTAINING TEMPERATURE

Chilled

- If the air temperature is above 5°C, leave for one hour and re-check.

If the problem persists:

- Probe stock to ensure it is at or below 8°C.
- If stock is still within temperature it should be monitored for 1 hour.
- If a problem persists, move stock to another fridge.
- Food may be served for up to 4 hours apart from high risk fish (Scombroid e.g. tuna, mackerel, swordfish).
- If the chilled food is above 8°C and may have been above 8°C for more than 4 hours it must be disposed of to waste as unfit for use.

Frozen

If the air temperature is above -18°C, leave for one hour and re-check.

If the problem persists:

- Probe stock to ensure it is at or below -18°C.
- If a problem persists, move stock to another freezer.
- If stock has started to defrost, see section on Freezing for best practice.

Hot Storage

- If the food is not maintained above 63°C, display for a maximum of two hours. At the end of this time period, discard.

Technical Assistance

- Log the issue with Fix My Pub.

WHAT TO DO IF MAINTENANCE WORK IS TAKING PLACE IN THE KITCHEN

Before maintenance takes place

- Ensure all open food is covered and moved away from the area where the maintenance work is taking place.
- Discuss with the contractor what the work will involve. This will inform any decisions of precautions to take based on the type and likelihood of contamination.

After maintenance has taken place

- Check areas to ensure any tools, nails, wire etc. have not been left.
- Clean and disinfect any equipment or surfaces that may have become contaminated.
- Where maintenance may have involved high level work on overhead drains where there is potential for viral or bacterial spray into the air. Thoroughly clean and sanitise all potentially contaminated surfaces.
- Keep the area out of use until it has been thoroughly cleaned and disinfected.

WHAT TO DO IF THERE IS A GLASS BREAKAGE IN THE KITCHEN

In the event of a glass breakage

- Isolate the area immediately.
- Inform the person-in-charge.
- Remove and discard any food that may have been contaminated.
- Remove any plates, dishes, bowls, glasses, cups or other containers that glass shards may have fallen into. Check they are free from visible glass fragments and put through dishwasher.
- Clean the area thoroughly. Wear protective gloves and remove any large glass fragments carefully. Wipe down workbenches and sweep the floor in the whole area. Collect all the fragments carefully and place in a suitable container.
- Cover and seal the container. Dispose of immediately.
- Do not re-use the area until the person-in-charge has checked it.

WHAT TO DO IF THERE IS NO HOT OR COLD WATER

If there is no hot or cold water, contact your Pub Support Team or Operations Manager immediately and follow their advice.

The below guidelines can be used as a temporary measure, if you are without hot water for more than 24 hours then you must close the kitchen until the hot or cold water is available again.

Hot Water Supply:

- It is a legal requirement to have hot water available in the kitchen and Pub Team Members toilets. Catering operations cannot continue to operate with just cold water. **Kitchen Must Be Closed Until Hot Water is Restored.**
- Dishwasher – if the dishwasher has its own heating element, then this can continue to be used. All equipment and utensils that are able to fit in this machine must be cleaned in the dishwasher.
- Hand washing – hot water must be available at all times. Catering water boilers may be used. A supply of cold water for mixing and a plug should be provided at the basin to ensure that the temperature is no more than 42°C.
- Heavy duty cleaning – pots and pans of water should be heated on the range for the cleaning of equipment and floors.
 - The pans must be of a size and weight that can be easily carried.
 - The water should not be over 50°C.
 - A health and safety risk assessment must be carried out.
 - All Pub Team Members should be made aware of the risk assessment.

Cold Water Supply:

- Stored water may be available for a short period of time. In this case tasks requiring water to ensure food safety e.g. hand washing must be prioritised.
- To conserve water, use up all crockery and cutlery until stocks expire and then if necessary switch to using disposable crockery and cutlery. Communicate the reasons clearly to guests.
- If cold running water is not available you cannot prepare fresh foods. Only pre-packed foods that are 'ready to eat' may be sold.
- Use trigger spray sanitiser or anti-bacterial wipes to clean food and hand-contact surfaces.
- Switch off any ice making machines, keep the cover closed until the ice starts to melt.
- Once the ice starts to melt, open the cover to aid melting and drain the ice away.
- Switch off any soft drink dispensing machines.
- Switch off any vending machines that use water directly from the mains e.g. coffee machine.
- Clean and sanitise the machines following the manufacturers' instructions before further use.
- Do not switch machines back on until the water company has confirmed the water is safe to use.
- Follow the advice of the water company regarding the use and disinfection or other treatment of piped water which may be available during or immediately after the interruption of supply.

WHAT TO DO IF THERE ARE POWER CUTS

If power cuts are planned – get ready.

Fridges and Freezers

- Make sure you have thermometers in your fridges and freezers.
- In case of a power cut, the thermometers will indicate the temperature in your fridges and freezers to help determine whether the food is safe.
- Stock your refrigerator or freezer with containers/ bags of frozen water or freeze gel packs to help keep food cold longer in the event of a power cut.
- Group food together in the freezer. This helps to keep the food cold for longer.
- Freeze any refrigerated items that you don't need immediately.

Ice Machines

- Stock up on ice – you may want to use it to help keep food cold.

Hot Holding Equipment

- If you are aware that a power cut is possible you may want to avoid holding food hot.

When a power cut occurs

Fridges and Freezers

- Keep all refrigerator and freezer doors closed.

Ice Machines

- Keep the door closed

Hot Holding Equipment

- Place a probe thermometer into food in all hot holding equipment. Check and record the temperature when you discover the power has failed and then every two hours.
- If the temperature of the food falls below 63°C, discard all food

When the power is restored

Fridges and Freezers

- Place a probe thermometer between two packs of food in all refrigerators, if the food is above 8°C and may have been for more than 4 hours the food must be disposed of.
- Freezers - if food is at -15°C or below and still frozen solid, the food can be kept frozen once the power has returned.
- Freezers - if food is above -15°C, thoroughly defrost the food before use and do not re-freeze. If the food cannot be used after defrosting e.g. ice cream, or must be cooked from frozen, discard or use immediately.

Ice Machines

- If the ice has started to melt, open the cover top to aid melting, and drain the water away.
- Clean and sanitise the machine following the manufacturers' instructions before further use.

Hot Holding Equipment

- Check the temperature of the food using a probe thermometer.
- If below 63°C, discard all food.

IF IN DOUBT THROW IT OUT

WHAT TO DO IF THERE IS NO POWER

These procedures apply if the electricity or gas supply fails.

- If there is no power, contact your Pub Support Team or Operations Manager immediately and follow their advice.

Fridges and Freezers

- Keep all refrigerator and freezer doors closed as much as possible.
- Place a probe thermometer between two food packs in all refrigerators and freezers. Check and record the temperature when you first discover the power has failed and then every two hours.
 - Refrigerators and freezers – **if above 8°C**, and may have been for more than 4 hours the food must be disposed of.
 - Freezers - if it is at **-15°C or below** and still frozen solid, the food can be kept frozen when the power returns.
 - Freezers - **if above -15°C**, thoroughly defrost the food before use and do not re-freeze. If the food cannot be used after defrosting i.e. ice cream, or must be cooked from frozen, discard or use immediately.

Ice Machines

- Keep the cover closed.
- If the ice starts to melt, open the cover to aid melting and drain the ice away.
- Clean and sanitise the machine following the manufacturers' instructions before further use.

Hot Holding Equipment

- Place a probe thermometer into food in all hot holding equipment. Check and record the temperature when you discover the power has failed and then every two hours.
- If below 63°C, discard all food.

WHAT TO DO IF THERE IS A CONFIRMED PEST INFESTATION

This procedure should be followed if evidence of an active pest infestation is found in any of the food storage or handling areas.

- Inform your pest control contractor and request an emergency visit.
- Follow the pest control contractor's recommendations and find out when they will be returning for a follow up visit. Further visits should be carried out at least every five working days until there is no longer a pest infestation.
- Implement the following until the pest control contractor confirms that there is no longer a pest infestation:
 - Check all foods prior to opening each day and dispose of any foods that show evidence of infestation or damage by pests.
 - Ensure all un-refrigerated foods are stored in sealed containers.
 - Ensure all glasses, cups and empty food storage containers are stored upside down and cutlery trays covered with cling film.
 - Sanitise all food contact surfaces (e.g. worktops, equipment, utensils, crockery and cutlery) prior to opening each day as well as after use.

OPERATIONAL STANDARDS PHOTOGRAPHS



Disposable
Towels

Anti-bacterial
soap

Hot (safe)
Running water

Hand wash
notice



Hats to be worn
at all times in the
kitchen

Hair tied back

Clean Chefs jacket ,
apron and trouser

Sensible shoes must
be worn by the team
in the kitchen

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All products stored in correct area of chiller with good segregation



Ready to eat / cooked foods separate to raw

No external packaging

Correct day dots in place



Ready to eat foods separate to raw

Eggs must be stored below ready to eat food

Raw meat stored at the bottom



Temperatures within range (3.6°C)

Sanitised fruit & veg separate to non-sanitised



No damaged packaging

Product labels in use

All allergens within sealed containers & below other foods

Open packets decanted into air tight containers



All items within best before date

Non-food items stored separately or below food

Nothing stored on the floor



Separate raw prep area where possible

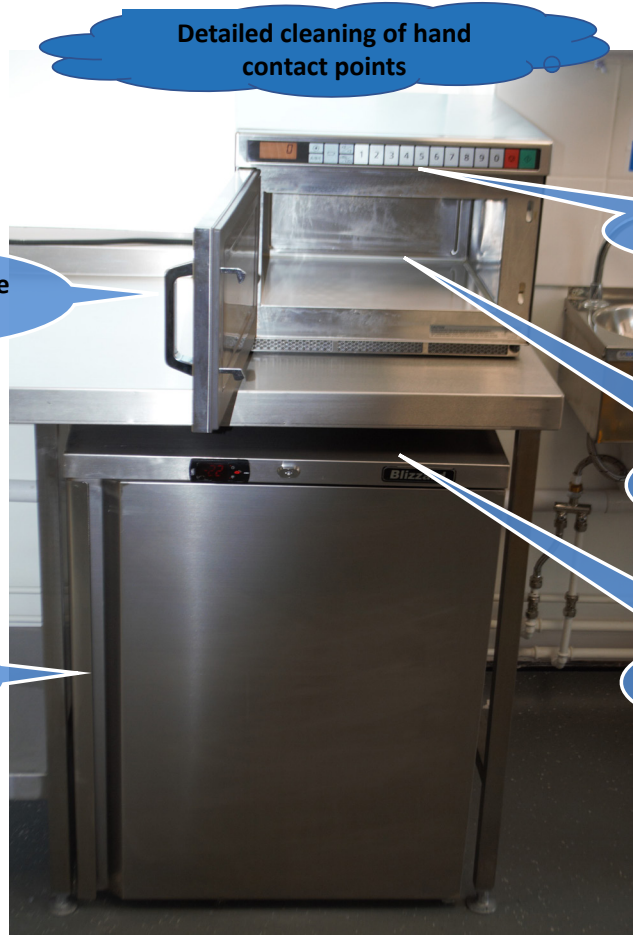
PPE (e.g. gloves & apron)

Colour coded equipment

Raw meat fridge signed



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Detailed cleaning of hand contact points

Sanitise microwave handle

Sanitise buttons

Sanitise inside of microwave

Sanitise fridge handle

Clean under shelf



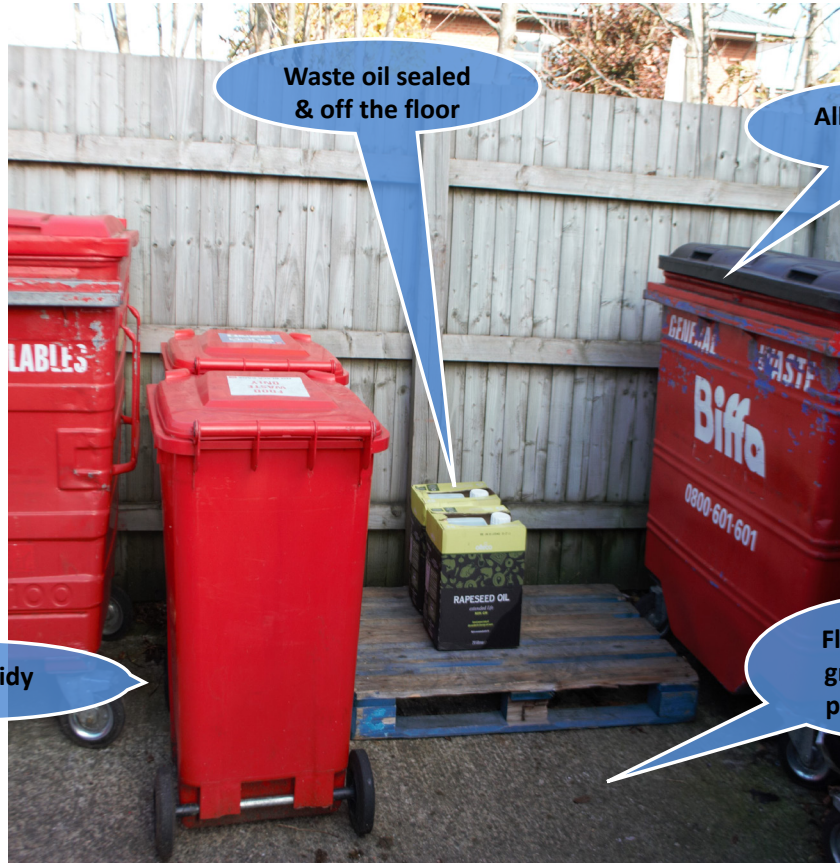
Check behind equipment

Clean, no food debris or grease

This is what mouse droppings look like

Make sure there are none behind equipment





Waste oil sealed & off the floor

All bins lidded & closed

Area is tidy

Floor free from grease, food & pools of water



No carbon build up

Hand contact points clean

Equipment is clean

Undershelves Clean & Tidy



Clean as you go

Filters & canopy are clean

Tidy & organised

Equipment is clean

No carbon or debris

Hand contact points are clean



Original product information kept

No damaged packaging

Food tightly packed

No ice
No debris

The logo for Punch Pubs & Co. The word "PUNCH" is written in a bold, sans-serif font with a color gradient from teal to orange. Below it, "PUBS & CO" is written in a smaller, teal, sans-serif font.

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Food Hygiene & Safety Manual